AVG 9 Free

User Manual

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Contents

1. Introduction **7**

2. AVG Installation Requirements **8**

2.1 Operation Systems Supported 8
2.2 Minimum & Recommended HW Requirements 8

3. AVG Download Manager **9**

3.1 Language Selection 9
3.2 Connectivity Check 10
3.3 Proxy Settings 11
3.4 Downloading Installation Files 12
3.5 Begin Your AVG Installation 12

4. AVG Installation Process **14**

4.1 Installation Options 14
4.2 Installation Launch 14
4.3 License Agreement 15
4.4 Checking System Status 15
4.5 Select Installation Type 16
4.6 Activate your AVG License 16
4.7 Custom Installation - Destination Folder 17
4.8 Custom Installation - Component Selection 18
4.9 AVG Security Toolbar 19
4.10 Close down open applications 20
4.11 Installing AVG 20
4.12 Schedule regular scans and updates 21
4.13 AVG protection configuration is complete 22

5. After Installation **23**

5.1 Scan optimization 23
5.2 Product Registration 23
5.3 Access to User Interface 23
5.4 Scanning of the whole computer 24
5.5 Eicar Test 24
5.6 AVG Default Configuration 25

6. AVG User Interface **26**

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6.1 System Menu 27
6.1.1 File *27*
6.1.2 Components *27*
6.1.3 History *27*
6.1.4 Tools *27*
6.1.5 Help *27*
6.2 Security Status Info 29
6.3 Quick Links 30
6.4 Components Overview 30
6.5 Statistics 31
6.6 System Tray Icon 32

7. AVG Components 34

7.1 Anti-Virus 34
7.1.1 Anti-Virus Principles *34*
7.1.2 Anti-Virus Interface *34*
7.2 Anti-Spyware 35
7.2.1 Anti-Spyware Principles *35*
7.2.2 Anti-Spyware Interface *35*
7.3 E-mail Scanner 37
7.3.1 E-mail Scanner Principles *37*
7.3.2 E-mail Scanner Interface *37*
7.3.3 E-mail Scanner Detection *37*
7.4 License 41
7.5 Link Scanner 42
7.5.1 Link Scanner Principles *42*
7.5.2 Link Scanner Interface *42*
7.5.3 AVG Search-Shield *42*
7.5.4 AVG Active Surf-Shield *42*
7.6 Resident Shield 45
7.6.1 Resident Shield Principles *45*
7.6.2 Resident Shield Interface *45*
7.6.3 Resident Shield Detection *45*
7.7 Update Manager 49
7.7.1 Update Manager Principles *49*
7.7.2 Update Manager Interface *49*

8. AVG Security Toolbar 52

8.1 AVG Security Toolbar Interface 52

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8.1.1 AVG logo button 52
8.1.2 Yahoo! powered search box 52
8.1.3 Total Protection 52
8.1.4 Page Status 52
8.1.5 AVG News 52
8.1.6 News 52
8.1.7 AVG Info 52
8.1.8 Get More 52
8.1.9 E-mail Notifier 52
8.1.10 Weather Info 52
8.1.11 Facebook 52
8.1.12 VeriSign Identity Protection 52
8.2 AVG Security Toolbar Options 62
8.2.1 Tab General 62
8.2.2 Tab Useful Buttons 62
8.2.3 Tab Security 62
8.2.4 Tab VIP 62
8.2.5 Tab Advanced Options 62

9. AVG Advanced Settings **68**

9.1 Appearance 68
9.2 Sounds 70
9.3 Ignore Faulty Conditions 71
9.4 Virus Vault 72
9.5 PUP Exceptions 73
9.6 Link Scanner 75
9.7 Scans 76
9.7.1 Scan Whole Computer 76
9.7.2 Shell Extension Scan 76
9.7.3 Scan Specific Files or Folders 76
9.7.4 Removable Device Scan 76
9.8 Schedules 81
9.8.1 Scheduled Scan 81
9.8.2 Virus Database Update Schedule 81
9.8.3 Program Update Schedule 81
9.9 E-mail Scanner 90
9.9.1 Certification 90
9.9.2 Mail Filtering 90

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9.9.3 Logs and Results *90*
9.9.4 Servers *90*
9.10 Resident Shield 98
9.10.1 Advanced Settings *98*
9.10.2 Directory Exludes *98*
9.10.3 Excluded Files *98*
9.11 Cache Server 102
9.12 Update 103
9.12.1 Proxy *103*
9.12.2 Dial-up *103*
9.12.3 URL *103*
9.12.4 Manage *103*
10. AVG Scanning 110
10.1 Scanning Interface 110
10.2 Predefined Scans 111
10.2.1 Scan Whole Computer *111*
10.2.2 Scan Specific Files or Folders *111*
10.3 Scanning in Windows Explorer 118
10.4 Command Line Scanning 118
10.4.1 CMD Scan Parameters *118*
10.5 Scan Scheduling 121
10.5.1 Schedule Settings *121*
10.5.2 How to Scan *121*
10.5.3 What to Scan *121*
10.6 Scan Results Overview 129
10.7 Scan Results Details 130
10.7.1 Results Overview Tab *130*
10.7.2 Infections Tab *130*
10.7.3 Spyware Tab *130*
10.7.4 Warnings Tab *130*
10.7.5 Information Tab *130*
10.8 Virus Vault 137
11. AVG Updates 139
11.1 Update Levels 139
11.2 Update Types 139
11.3 Update Process 139

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12. Event History 141

13. FAQ and Technical Support 142

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1. Introduction

This user manual offers a general overview of the tasks and detection technologies provided by **AVG 9 Free**. We will briefly talk about the program installation, initial startup, configuration and use.

AVG 9 Free is provided free-of-charge, and its functionality is limited. While using **AVG 9 Free** you might discover you would like to have access to further and extended functionality of AVG as provided within the AVG 8 products. Then, please visit AVG website (http://www.avg.com/) for information on AVG 9 purchase options.

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2. AVG Installation Requirements

2.1. Operation Systems Supported

AVG 9 Free is intended to protect workstations with the following operating systems:

- Windows 2000 Professional SP4 + Update Rollup 1
- Windows XP Home Edition SP2
- Windows XP Professional SP2
- Windows XP Professional x64 Edition SP1
- Windows Vista (x86 and x64, all editions)
- Windows 7 (x86 and x64, all editions)

(and possibly higher service packs for specific operating systems)

2.2. Minimum & Recommended HW Requirements

Minimum hardware requirements for **AVG 9 Free**:

- Intel Pentium CPU 1,5 GHz
- 512 MB of RAM memory
- 450 MB of free hard drive space (for installation purposes)

Recommended hardware requirements for **AVG 9 Free**:

- Intel Pentium CPU 1,8 GHz
- 512 MB of RAM memory
- 550 MB of free hard drive space (for installation purposes)

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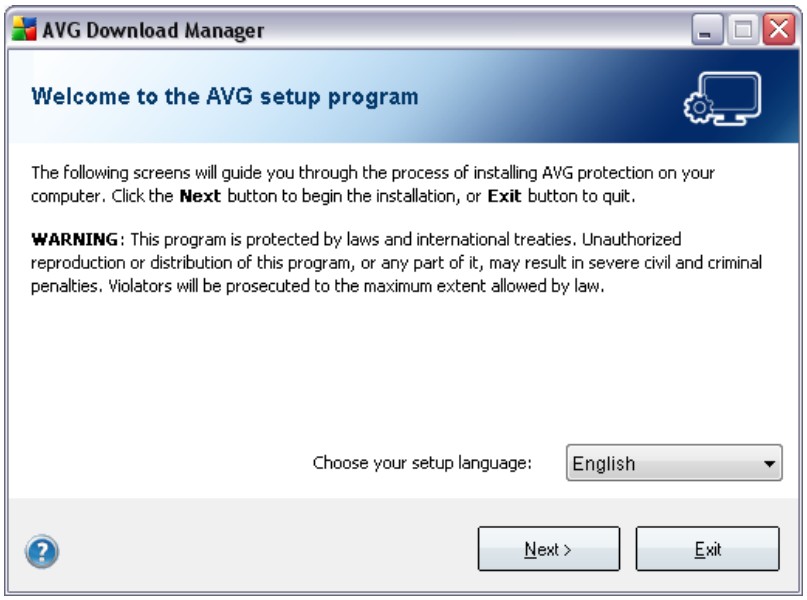
3. AVG Download Manager

AVG Download Manager is a simple tool that helps you select the proper installation file for **AVG 9 Free**. Based on your input data, the manager will select the specific product and license type, and language. Finally, **AVG Download Manager** will go on to download and launch the appropriate installation process.

Warning: *Please note that AVG Download Manager is not suitable for downloading of network and SBS editions and only the following operating systems are supported: Windows 2000 (SP4 + SRP roll-up), Windows XP (SP2 and higher), Windows Vista (all editions), and Windows 7 (x86 and x64, all editions).*

AVG Download Manager is available for download at AVG website (http://www.avg.com/). Following please find a brief description of each single step you need to take within the **AVG Download Manager**:

3.1. Language Selection


AVG Download Manager
Welcome to the AVG setup program
The following screens will guide you through the process of installing AVG protection on your computer. Click the Next button to begin the installation, or Exit button to quit.
WARNING: This program is protected by laws and international treaties. Unauthorized reproduction or distribution of this program, or any part of it, may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent allowed by law.
Choose your setup language:
English
Next >
Exit

In this first step of **AVG Download Manager** select the installation language from the roll-down menu. Note, that your language selection applies only to the installation process; after the installation you will be able to change the language directly from program settings. Then press the ***Next*** button to continue.

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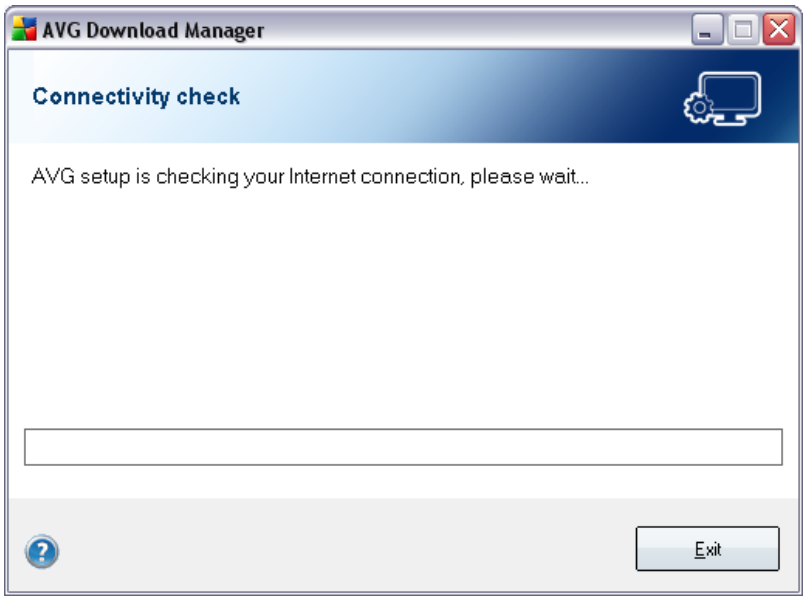
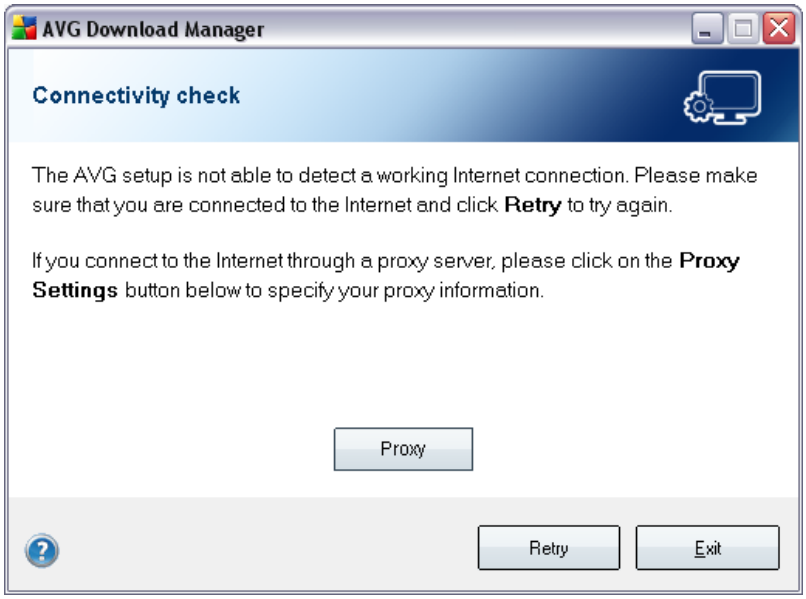
3.2. Connectivity Check

In the next step called ***Connectivity check***, **AVG Download Manager** will attempt to establish an Internet connection so that updates can be located.



You will not be allowed to advance the download process until the **AVG Download Manager** is able to complete the connectivity test.

- If the test shows no connectivity, you will be informed about this status by the following dialog - then make sure you are really connected to Internet, and click the ***Retry*** button to continue:


AVG Download Manager
Connectivity check
The AVG setup is not able to detect a working Internet connection. Please make sure that you are connected to the Internet and click Retry to try again.
If you connect to the Internet through a proxy server, please click on the Proxy Settings button below to specify your proxy information.
Proxy
Retry
Exit

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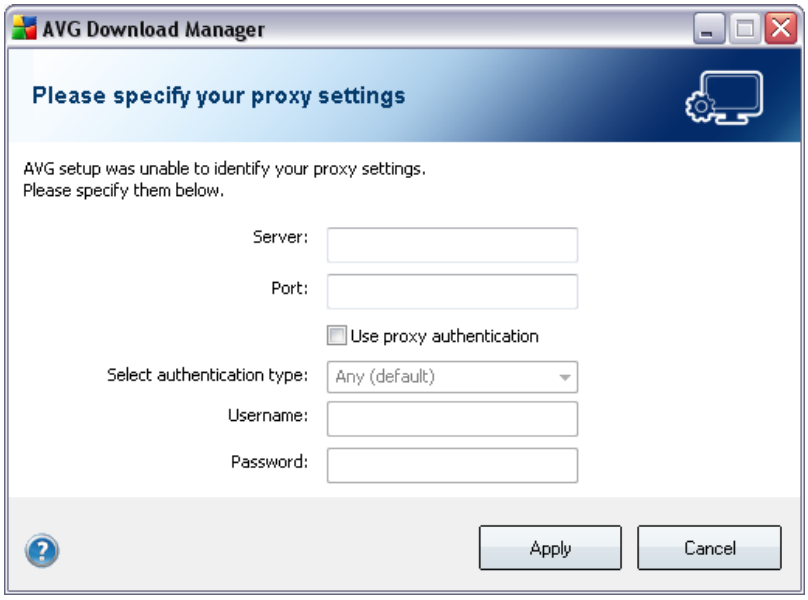
- If you are using a Proxy connection to the Internet, click the ***Proxy*** button to specify your ***Proxy Settings***.

- If the check has been successful, **AVG Download Manager** will go on automatically and you will get redirected directly to the ***Downloading installation files*** dialog.

3.3. Proxy Settings



If **AVG Download Manager** was not able to identify your Proxy settings you have to specify them manually. Please fill in the following data:

- ***Server*** - enter a valid proxy server name or IP address

- ***Port*** - provide the respective port number

- ***Use proxy authentication*** - if your proxy server requires authentication, tick this check box.

- ***Select authentication*** - from the drop-down menu select the authentication type. We strongly recommend that you keep to the default value (*the proxy server will then automatically convey its requirements to you*). However, if you are a skilled user, you can also choose Basic (*required by some servers*) or NTLM (*required by all ISA Servers*) option. Then, enter a valid ***Username*** and ***Password*** (optionally).

Confirm your settings by pressing the ***Apply*** button to follow to the next step of **AVG Download Manager**.

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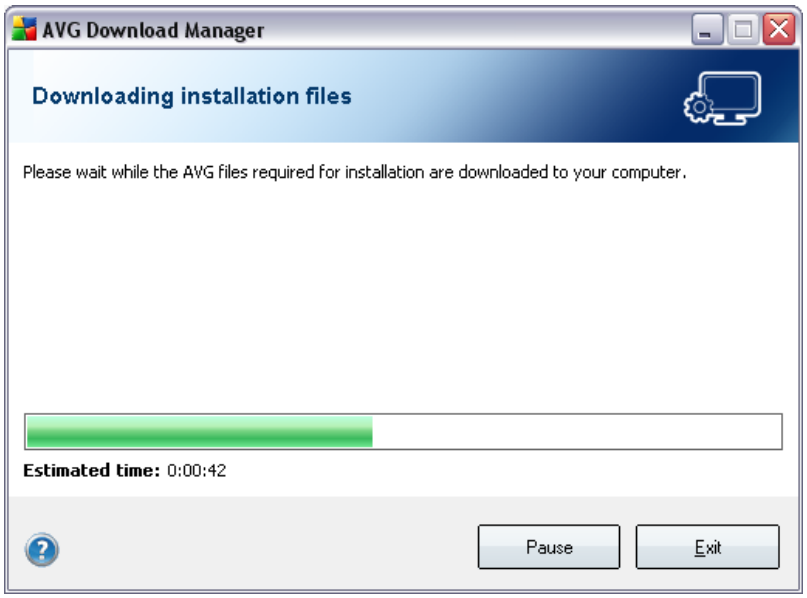
3.4. Downloading Installation Files


AVG Download Manager
Downloading installation files
Please wait while the AVG files required for installation are downloaded to your computer.
Estimated time: 0:00:42
Pause
Exit

Now, you have provided all information needed for the **AVG Download Manager** to start the installation package download. Once the files are downloaded, you will get automatically redirected to the final **AVG Download Manager** dialog.

3.5. Begin Your AVG Installation

AVG Download Manager
Begin Your AVG Installation
AVG Anti-Virus Free Edition provides basic protection against viruses and spyware.
Try the comprehensive protection of AVG Internet Security completely free of charge for thirty days. Thousands of new threats appear each day and AVG Internet Security gives you the peace of mind you need. With its multiple layers of protection, it provides the best defense against new and unknown web threats.
Recommended: Install comprehensive protection free for thirty days (AVG Internet Security trial). You can always switch to our free edition in the future.
Install only basic free protection. (AVG Anti-Virus Free Edition)
< Back
Exit

Before the AVG installation process is launched, you have the possibility to decide whether you want to have installed the free program version with limited security options and with no technical support available, or whether you prefer to try the full version of ***AVG Internet Security*** that provides you with a comprehensive protection.

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During the thirty days of the trial period this edition is available to you free of charge, and you can always switch to the ***AVG Free*** once the trial period expires.

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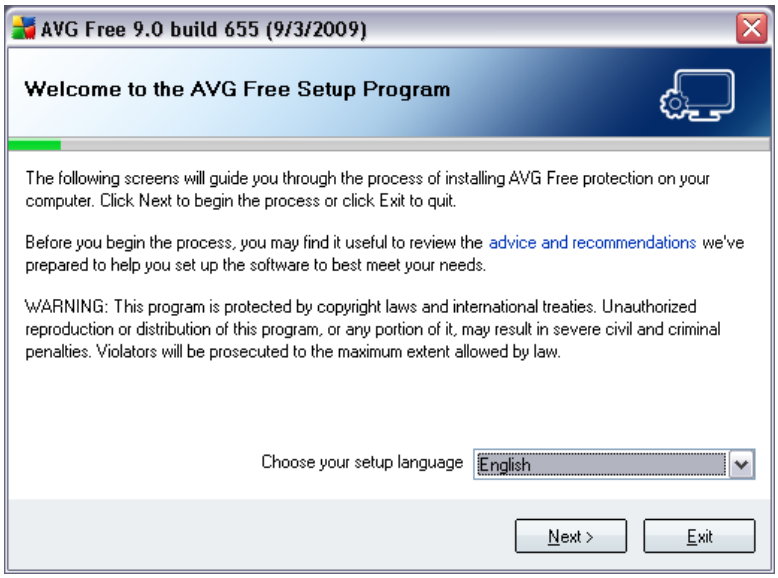
4. AVG Installation Process

4.1. Installation Options

To download the installation file of **AVG 9 Free** visit the AVG Free website (**http://free.avg.com/**) and follow the **AVG 9 Free** download link.

Once you have downloaded and saved the installation file on your hard disk, you can launch the installation process. The installation is a sequence of dialog windows with a brief description of what do at each step. In the following, we offer an explanation for each dialog window:

4.2. Installation Launch


AVG Free 9.0 build 655 (9/3/2009)
Welcome to the AVG Free Setup Program
The following screens will guide you through the process of installing AVG Free protection on your computer. Click Next to begin the process or click Exit to quit.
Before you begin the process, you may find it useful to review the advice and recommendations we've prepared to help you set up the software to best meet your needs.
WARNING: This program is protected by copyright laws and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties. Violators will be prosecuted to the maximum extent allowed by law.
Choose your setup language
English
Next >
Exit

The installation process starts with the ***Welcome to the AVG Setup Program*** window. In here you select the language used for the installation process, and the default language of AVG user interface. In the lower part of the dialog window find the ***Choose your setup language*** item, and select the desired language from the drop down menu. Then press the ***Next*** button to confirm and continue to the next dialog.

Attention: *Here, you are selecting the language for the installation process. The language you select will be installed as the default language for AVG user interface, together with English that is installed automatically. If you want to have installed other additional languages for the user interface, please define them within the setup dialog named Custom Installation - Component Selection.*

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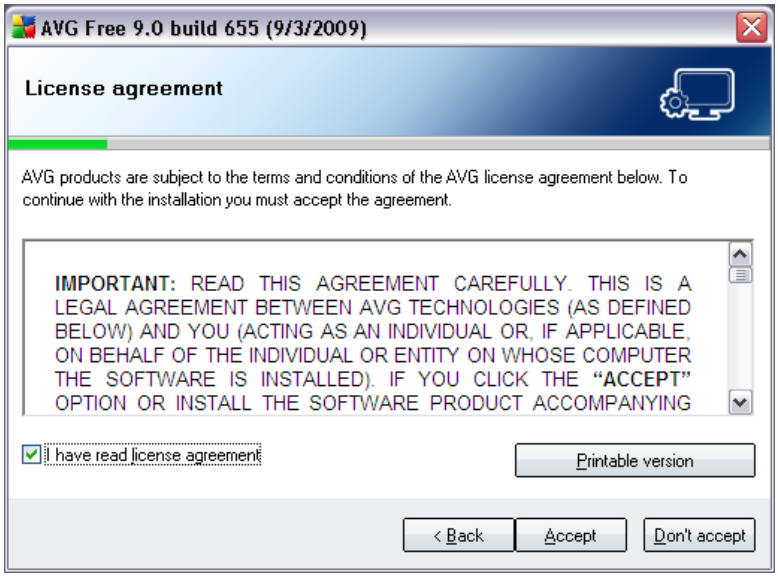
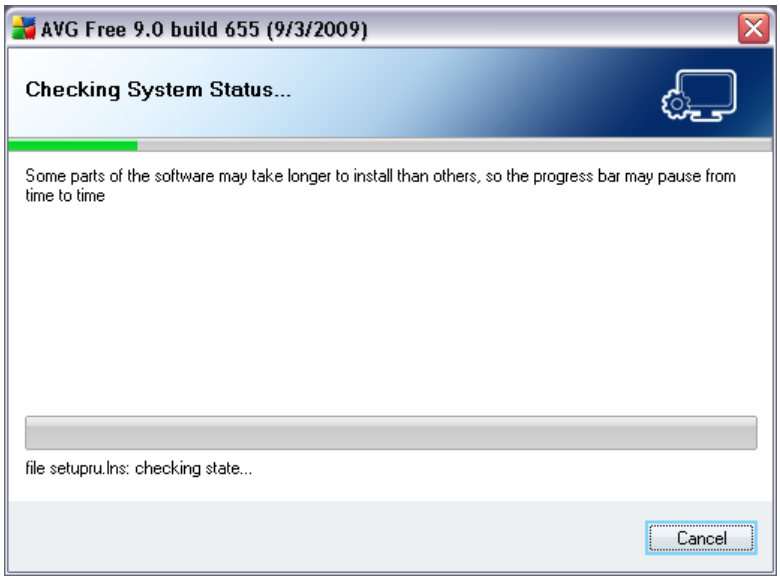
4.3. License Agreement

The ***License Agreement*** dialog provides the full wording of the AVG license agreement. Please read it carefully and confirm that you have read, understood and accept the agreement by marking the ***I have read license agreement*** check box and pressing the ***Accept*** button.


AVG Free 9.0 build 655 (9/3/2009)
License agreement
AVG products are subject to the terms and conditions of the AVG license agreement below. To continue with the installation you must accept the agreement.
IMPORTANT: READ THIS AGREEMENT CAREFULLY. THIS IS A LEGAL AGREEMENT BETWEEN AVG TECHNOLOGIES (AS DEFINED BELOW) AND YOU (ACTING AS AN INDIVIDUAL OR, IF APPLICABLE, ON BEHALF OF THE INDIVIDUAL OR ENTITY ON WHOSE COMPUTER THE SOFTWARE IS INSTALLED). IF YOU CLICK THE "ACCEPT" OPTION OR INSTALL THE SOFTWARE PRODUCT ACCOMPANYING
I have read license agreement
Printable version
< Back
Accept
Don't accept

If you do not agree with the license agreement press the ***Don't accept*** button, and the installation process will be terminated immediately.

4.4. Checking System Status


AVG Free 9.0 build 655 (9/3/2009)
Checking System Status...
Some parts of the software may take longer to install than others, so the progress bar may pause from time to time
file setupru.lns: checking state...
Cancel

Having confirmed the license agreement, you will be redirected to the ***Checking***

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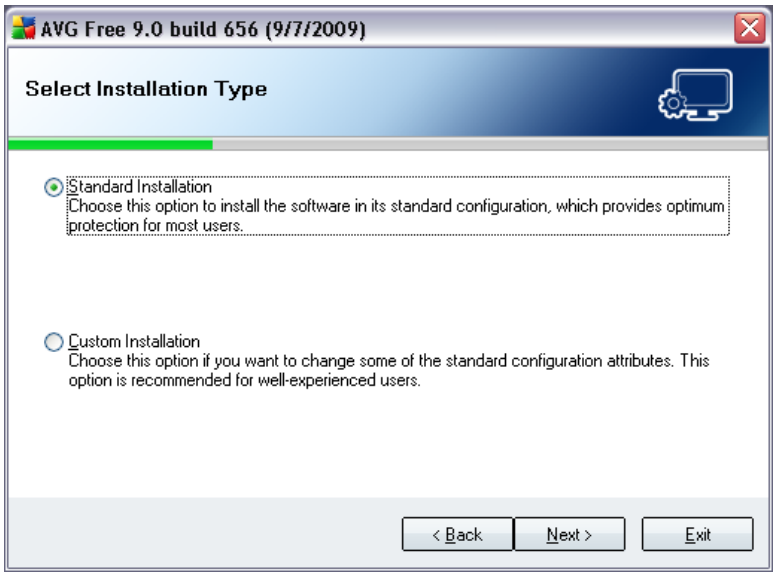
System Status dialog. This dialog does not require any intervention; your system is being checked before the AVG installation can start. Please wait until the process has finished, then continue automatically to the following dialog.

4.5. Select Installation Type


AVG Free 9.0 build 656 (9/7/2009)
Select Installation Type
Standard Installation
Choose this option to install the software in its standard configuration, which provides optimum protection for most users.
Custom Installation
Choose this option if you want to change some of the standard configuration attributes. This option is recommended for well-experienced users.
< Back
Next >
Exit

The ***Select Installation Type*** dialog offers the choice of two installation options: ***standard*** and ***custom*** installation.

For most users, it is highly recommended to keep to the ***standard installation*** that installs AVG in fully automatic mode with settings predefined by the program vendor. This configuration provides maximum security combined with the optimal use of resources. In the future, if the need arises to change the configuration, you will always have the possibility to do so directly in the AVG application.

Custom installation should only be used by experienced users who have a valid reason to install AVG with non-standard settings. E.g. to fit specific system requirements.

4.6. Activate your AVG License

In the ***Activate your AVG License*** dialog you have to fill in your registration data. In this free version you only have to type in your name (***User Name*** field). The ***License Number*** text field is already filled in.

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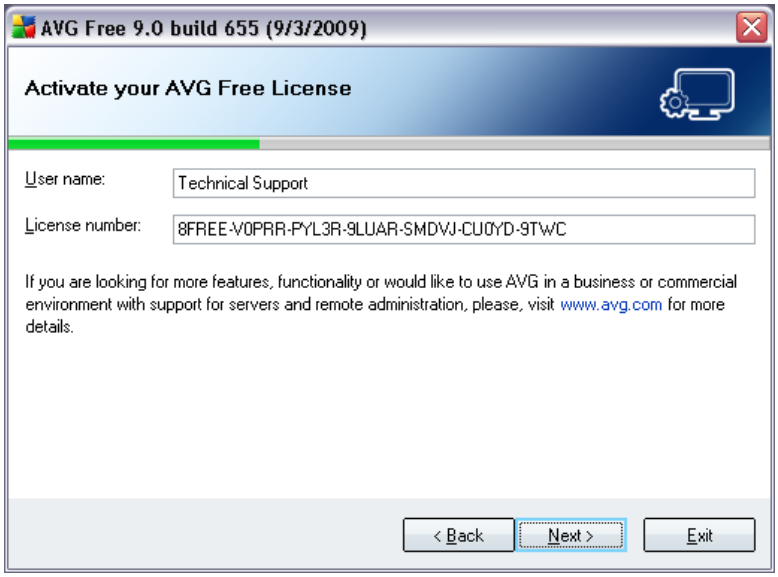
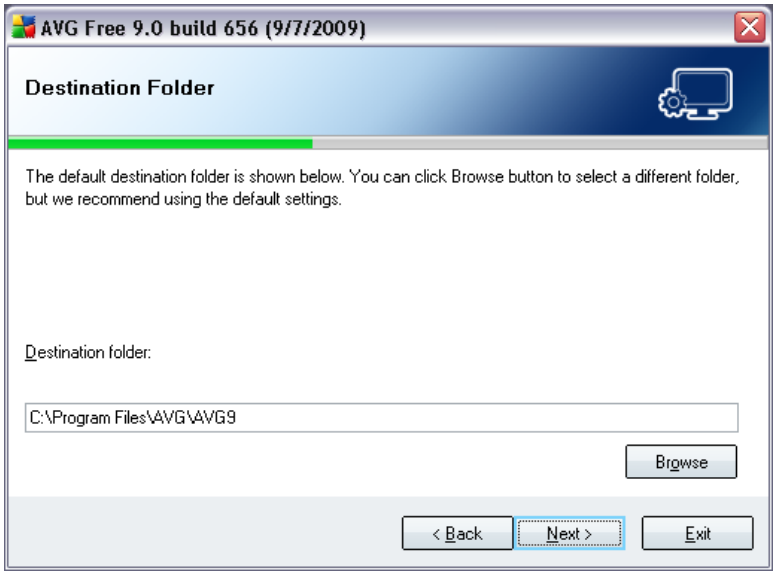

AVG Free 9.0 build 655 (9/3/2009)
Activate your AVG Free License
User name:
Technical Support
License number:
8FREE-V0PRR-PYL3R-9LUAR-SMDVJ-CU0YD-9TWC
If you are looking for more features, functionality or would like to use AVG in a business or commercial environment with support for servers and remote administration, please, visit www.avg.com for more details.
< Back
Next >
Exit

Press the ***Next*** button to continue the installation process.

If in the previous step you have selected the standard installation, you will be redirected directly to the ***AVG Security Toolbar*** dialog. If custom installation was selected you will continue with the ***Destination Folder*** dialog.

4.7. Custom Installation - Destination Folder


AVG Free 9.0 build 656 (9/7/2009)
Destination Folder
The default destination folder is shown below. You can click Browse button to select a different folder, but we recommend using the default settings.
Destination folder:
C:\Program Files\AVG\AVG9
Browse
< Back
Next >
Exit

The ***Destination Folder*** dialog allows you to specify the location where **AVG 9 Free** should be installed. By default, AVG will be installed to the program files folder located on the system drive (*usually C:*). In case the folder does not exist yet, you will be asked in a new dialog to confirm you agree AVG creates this folder now.

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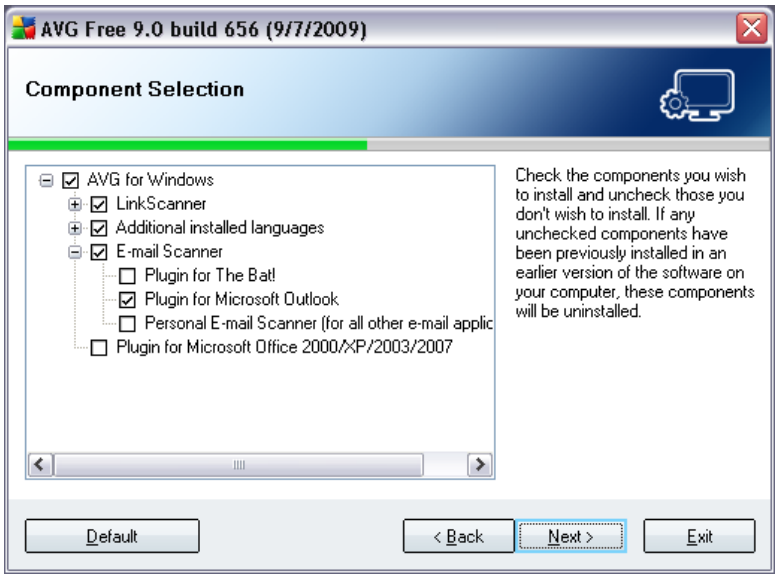
If you want to change this location, use the ***Browse*** button to display the drive structure, and select the respective folder.

Press the ***Next*** button to confirm.

4.8. Custom Installation - Component Selection


AVG Free 9.0 build 656 (9/7/2009)
Component Selection
AVG for Windows
LinkScanner
Additional installed languages
E-mail Scanner
Plugin for The Bat!
Plugin for Microsoft Outlook
Personal E-mail Scanner (for all other e-mail applic
Plugin for Microsoft Office 2000/XP/2003/2007
Check the components you wish to install and uncheck those you don't wish to install. If any unchecked components have been previously installed in an earlier version of the software on your computer, these components will be uninstalled.
Default
< Back
Next >
Exit

The ***Component Selection*** dialog displays an overview of all **AVG 9 Free** components that can be installed. If the default settings do not suit you, you can remove/add specific components.

- ***Link Scanner*** - The ***LinkScanner*** component provides protection against websites, that are designed to install malware into your computer via the web browser or its plugins.

- ***Language selection*** - Within the list of components to be installed, you can define which language(s) AVG should be installed in. Check the ***Additional installed languages*** item and then select the desired languages from the respective menu.

- ***E-mail Scanner plug-ins*** - Click the ***E-mail Scanner*** item to expand and decide on what plug-in is to be installed to guarantee your electronic mail security. By default, the setup detects what is your currently installed e-mail client and installs the respective plug-in. This is true for ***Plugin for Microsoft Outlook***, and ***Plugin for The Bat!*** In case none of these two e-mail clients is installed on your computer, setup will assign ***Personal E-mail Scanner*** to be installed, and this option covers all other e-mail clients (*e.g. MS Exchange, Qualcomm Eudora, etc.*). Optionally, you can mark the specific plug-ins for MS Outlook, and The Bat! to be installed as well.

- ***Plug-in for Microsoft Office 2000/XP/2003/2007*** - Checking this item installs a special plug-in for enhanced protection of files used by Microsoft

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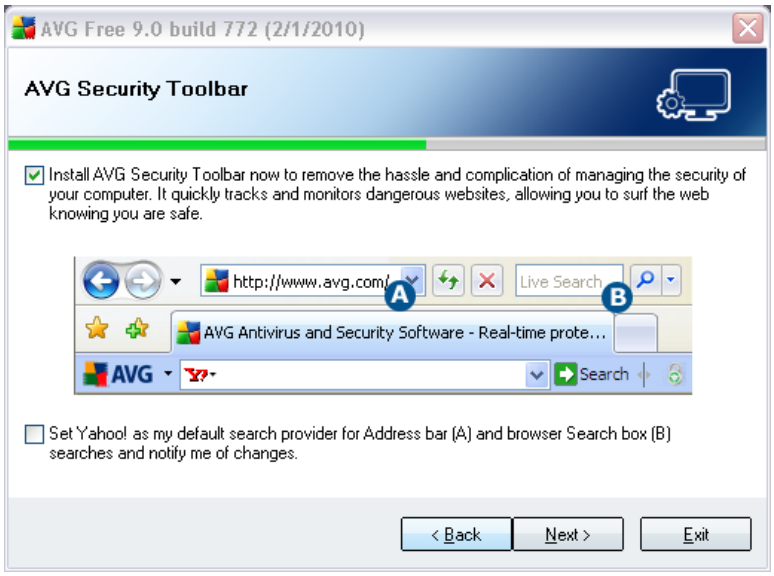
Office applications (this applies only to aforementioned versions).

Continue by pressing the ***Next*** button.

4.9. AVG Security Toolbar


AVG Free 9.0 build 772 (2/1/2010)
AVG Security Toolbar
Install AVG Security Toolbar now to remove the hassle and complication of managing the security of your computer. It quickly tracks and monitors dangerous websites, allowing you to surf the web knowing you are safe.
http://www.avg.com/
A
Live Search
B
AVG Antivirus and Security Software - Real-time prote...
AVG
Search
Set Yahoo! as my default search provider for Address bar (A) and browser Search box (B) searches and notify me of changes.
< Back
Next >
Exit

In the ***AVG Security Toolbar*** dialog, decide whether you want to install the ***AVG Security Toolbar*** (*verification of search results of the supported Internet search engines*). If you do not change the default settings, this component will be installed automatically into your Internet browser (*currently supported browsers are Microsoft Internet Explorer v. 6.0 or higher, and Mozilla Firefox v. 3.0 or higher*) a to provide you with comprehensive online protection while surfing the Internet.

Also, you have the option to decide whether you want to chose Yahoo! as your default search provider. If so, please mark the respective check box.

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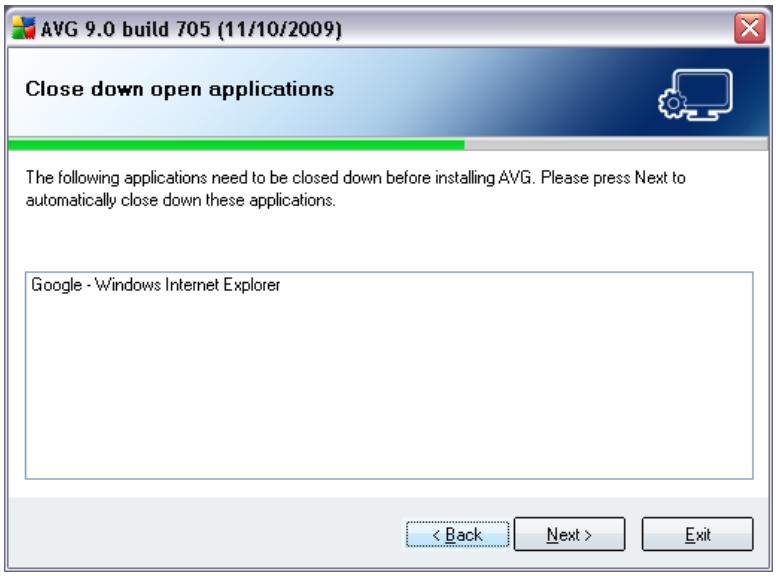
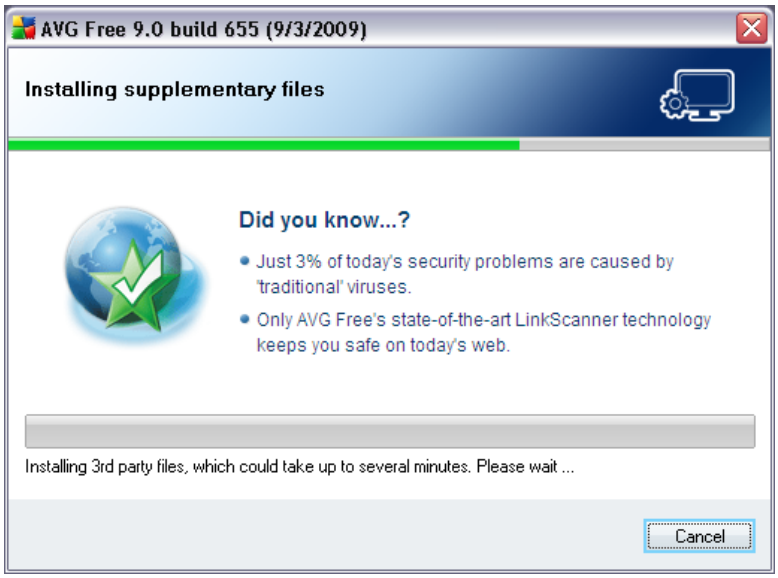
4.10. Close down open applications


AVG 9.0 build 705 (11/10/2009)
Close down open applications
The following applications need to be closed down before installing AVG. Please press Next to automatically close down these applications.
Google - Windows Internet Explorer
< Back
Next >
Exit

The ***Close down open applications*** dialog appears during the installation process only in case there are some other clashing programs running on your computer at the moment. Then, the list of programs that need to be closed in order to sucessfuly finish the installation process will be provided. Press the ***Next*** button to confirm you agree to close down the respective applications, and to continue to the next step.

4.11. Installing AVG

The ***Installing AVG*** dialog shows the progress of the installation process, and does not require any intervention:


AVG Free 9.0 build 655 (9/3/2009)
Installing supplementary files
Did you know...?
Just 3% of today's security problems are caused by 'traditional' viruses.
Only AVG Free's state-of-the-art LinkScanner technology keeps you safe on today's web.
Installing 3rd party files, which could take up to several minutes. Please wait ...
Cancel

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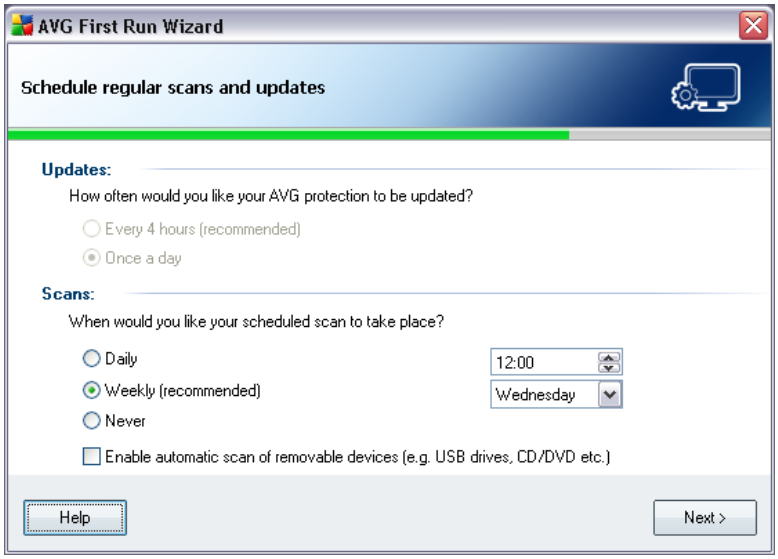
After the installation process is finished, and virus database updated, you will be redirected to the next dialog automatically.

4.12. Schedule regular scans and updates



In the ***AVG Task Schedule*** dialog define time when the scheduled scan should be launched. It is recommended to keep the default values.

As for the updates, with **AVG 9 Free** you cannot specify how often you want to check for new updates. **AVG 9 Free** updates once a day, by default. If this configuration does not suit you and you consider buying the full version of AVG, then please visit the AVG website (http://www.avg.com/) for information on AVG 9 purchase options.

Press the ***Next*** button to continue.

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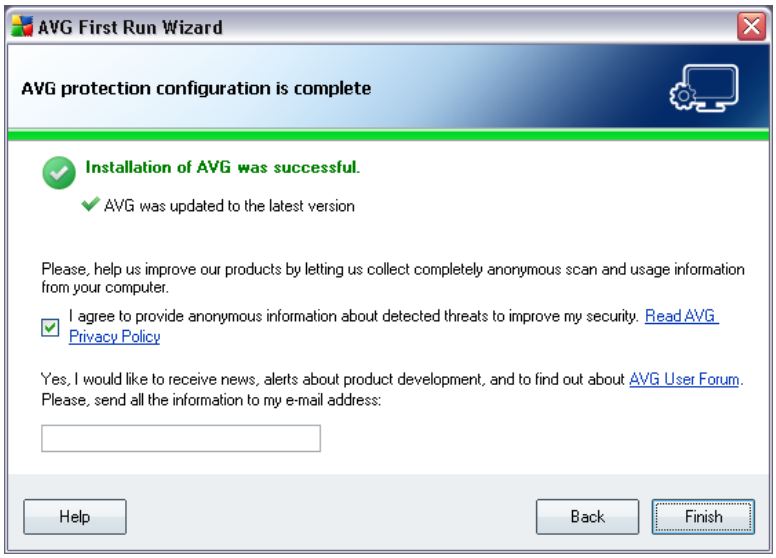
4.13. AVG protection configuration is complete


AVG First Run Wizard
AVG protection configuration is complete
Installation of AVG was successful.
AVG was updated to the latest version
Please, help us improve our products by letting us collect completely anonymous scan and usage information from your computer.
I agree to provide anonymous information about detected threats to improve my security. Read AVG Privacy Policy
Yes, I would like to receive news, alerts about product development, and to find out about AVG User Forum.
Please, send all the information to my e-mail address:
Help
Back
Finish

Now your **AVG 9 Free** has been configured.

In this dialog you decide whether you want to keep activated the option of anonymous reporting of exploits and bad sites to AVG virus lab. If so, please mark the ***I agree to provide anonymous information about detected threats to improve my security*** option.

Further, you have the possibility to register to the discussion forum for **AVG 9 Free** users accessible at http://forums.avg.com, which is the main source of information regarding **AVG 9 Free**. Unfortunately, standard technical support is only provided for paid AVG products. If you consider buying the full version of AVG, then please visit the AVG website (http://www.avg.com/) for information on AVG 9 purchase options.

Finally, press the ***Finish*** button. Your computer restart may be required so that you can start working with AVG.

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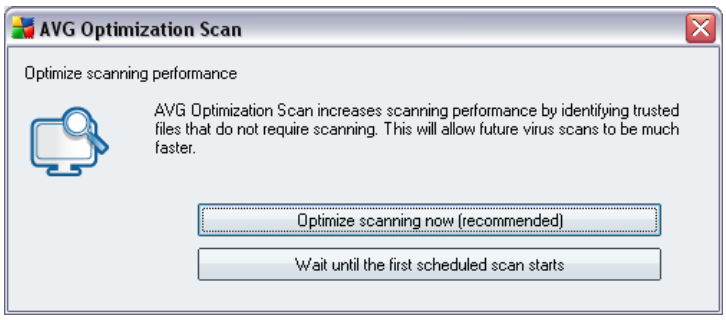
5. After Installation

5.1. Scan optimization

The scanning optimization functionality searches the *Windows* and *Program files* folders where it detects appropriate files (*at the moment those are the *.exe, *.dll and *.sys files*) and saves the information on these files. With the next access these files will not be scanned again and this reduce the scanning time significantly.

Once the installation process is over you will invited via a new dialog window to optimize scanning:


AVG Optimization Scan
Optimize scanning performance
AVG Optimization Scan increases scanning performance by identifying trusted files that do not require scanning. This will allow future virus scans to be much faster.
Optimize scanning now (recommended)
Wait until the first scheduled scan starts

We recommend to use this option and run the scanning optimization process by pressing the ***Optimize scanning now*** button.

5.2. Product Registration

AVG 9 Free does not necessarily require registration. However, it is recommended to register so that you can use the discussion forum of **AVG 9 Free**, or rather in case you want to ask a question or react to one. For reading only the forum is accessible without registration.

To register, fill in the online registration form on the ***Register*** tab of the discussion forum. Then you will receive the activation code via email sent to the provided e-mail address, and you can log in to the forum.

5.3. Access to User Interface

The ***AVG Free User Interface*** is accessible in several ways:

- double-click the AVG icon on the system tray
- double-click the AVG icon on the desktop
- from the menu ***Start/Programs/AVG Free 9.0/AVG Free User Interface***

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5.4. Scanning of the whole computer

There is a potential risk that a computer virus has been transmitted to your computer prior to **AVG 9 Free** installation. For this reason you should run a ***Scan of the whole computer*** to make sure there are no infections on your PC.

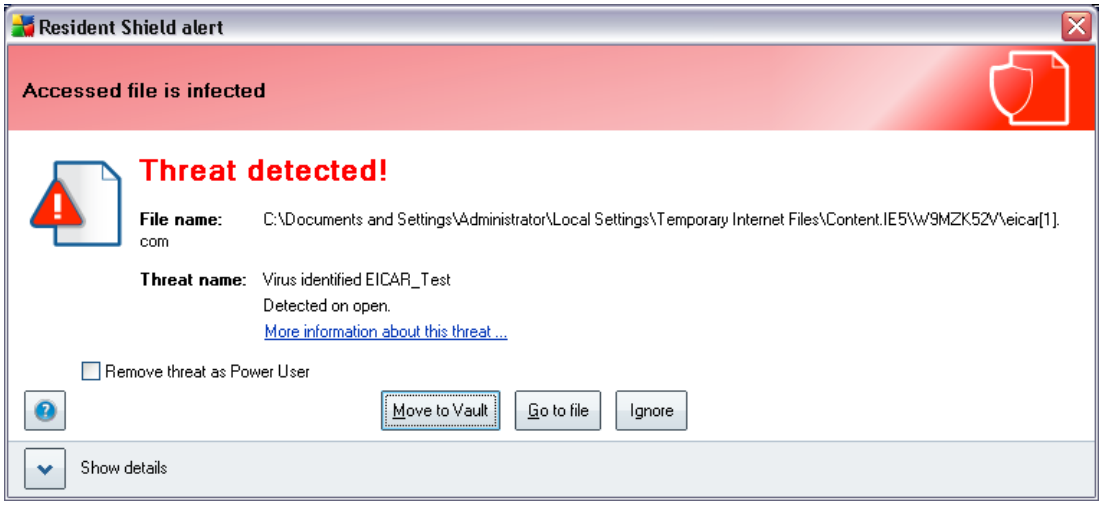
For instructions on running a ***Scan of the whole computer*** please consult the chapter ***AVG Scanning***.

5.5. Eicar Test

To confirm that **AVG 9 Free** has been installed correctly you can perform the EICAR test.

The EICAR test is a standard and absolutely safe method used to test antivirus system functioning. It is safe to pass around, because it is not an actual virus, and does not include any fragments of viral code. Most products react to it as if it were a virus (*though they typically report it with an obvious name, such as "EICAR-AV-Test"*). You can download the EICAR virus from the EICAR website at www.eicar.com, and you will also find all necessary EICAR test information there.

Try to download the ***eicar.com*** file, and save it on your local disk. **AVG 9 Free** will react by displaying a warning notice just as you try to save the test file to your local disk (*for instance with Internet Explorer*), or as you try to open the downloaded file (*for instance with Mozilla Firefox*). The displayed notice will be in the form of ***Resident Shield warning*** - the warning proves your **AVG 9 Free** is installed properly:



If **AVG 9 Free** fails to identify the EICAR test file as a virus, you should check the program configuration again!

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5.6. AVG Default Configuration

The default configuration (*i.e. how the application is set up right after installation*) of **AVG 9 Free** is set up by the software vendor so that all components and functions are tuned up to achieve optimum performance.

Unless you have a real reason to do so, do not change the AVG configuration! Changes to settings should only be performed by an experienced user.

Some minor editing of AVG Free components settings is accessible directly from the specific component user interface. If you feel you need to change the **AVG 9 Free** configuration to better suit your your needs, go to ***AVG Advanced Settings***: select the system menu item ***Tools/Advanced settings*** and edit the **AVG 9 Free** configuration in the newly opened ***AVG Advanced Settings*** dialog.

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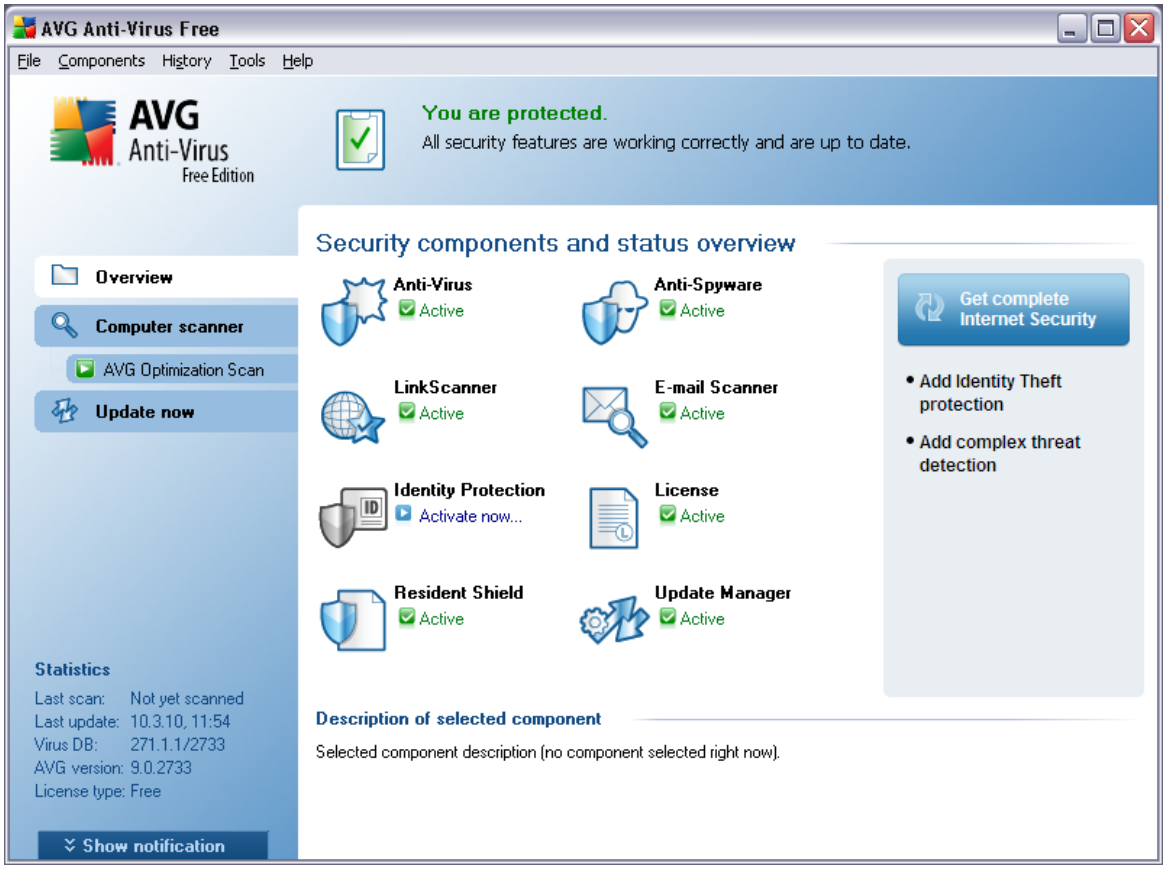
6. AVG User Interface

AVG 9 Free open with the main window:



The main window is divided into several sections:

- ***System Menu*** *(top system line in the window)* is the standard navigation that allows you to access all AVG components, services, and features - details >>
- ***Security Status Info*** *(upper section of the window)* provides you with information on the current status of your AVG program - details >>
- ***Quick Links*** *(left section of the window)* allow you to quickly access the most important and most frequently used AVG tasks - details >>
- ***Components Overview*** *(central section of the window)* offer an overview of all installed AVG components - details >>
- ***Statistics*** *(left bottom section of the window)* provide you with all statistical data regarding the programs operation - details >>
- ***System Tray Icon*** *(bottom right corner of the monitor, on the system tray)* indicates the AVG current status - details >>

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6.1. System Menu

The ***System menu*** is the standard navigation used in all Windows applications. It is located horizontally in the very top part of the **AVG 9 Free** main window. Use the system menu to access specific AVG components, feature, and services.

The system menu is divided into five main sections:

6.1.1. File

- ***Exit*** - closes the **AVG 9 Free**'s user interface. However, the AVG will continue running in the background and your computer will still be protected!

6.1.2. Components

The ***Components*** item of the system menu includes links to all installed AVG components, opening their default dialog page in the user interface:

- ***System overview*** - switch to the default user interface dialog with the overview of all installed components and their status
- ***Anti-Virus*** - opens the default page of the ***Anti-Virus*** component
- ***Anti-Spyware*** - opens the default page of the ***Anti-Spyware*** component
- ***E-mail Scanner*** - opens the default page of the ***E-mail Scanner*** component
- ***Identity Protection*** - ***AVG Identity Protection*** is an anti-malware product that is focused on preventing identity thieves from stealing your passwords, bank account details, credit card numbers and other personal digital valuables from all kinds of malicious software (*malware*) that target your PC. It makes sure that all programs running on your PC are operating correctly. ***AVG Identity Protection*** spots and blocks suspicious behavior on a continuous basis and protects your computer from all new malware. Unfortunately, AVG Identity Protection is not implemented in your free version of AVG. However, you may follow this link to open the AVG website (http://www.avg.com/) on the respective page offering you purchase of the professional AVG product, or at least the ***AVG Identity Protection*** component.
- ***License*** - opens the default page of the ***License*** component
- ***Link Scanner*** - opens the default page of the ***Link Scanner*** component
- ***Resident Shield*** - opens the default page of the ***Resident Shield*** component
- ***Update Manager*** - opens the default page of the ***Update Manager*** component

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6.1.3. History

- ***Scan results*** - switches to the AVG testing interface, specifically to the ***Scan Results Overview*** dialog.

- ***Resident Shield Detection*** - open a dialog with an overview of threats detected by ***Resident Shield***.

- ***E-mail Scanner Detection*** - open a dialog with an overview of mail messages attachments detected as dangerous by the ***E-mail Scanner*** component.

- ***Virus Vault*** - opens the interface of the quarantine space (***Virus Vault***) to where AVG removes all detected infections that cannot be healed automatically for some reason. Inside this quarantine the infected files are isolated and your computer's security is guaranteed, and at the same time the infected files are stored for possible future repair.

- ***Event History Log*** - opens the history log interface with an overview of all logged **AVG 9 Free** actions.

6.1.4. Tools

- ***Scan computer*** - switches to the AVG scanning interface and launches a scan of the whole computer

- ***Scan selected folder*** - switches to the AVG scanning interface and allows you to define within the tree structure of your computer which files and folders should be scanned

- ***Scan file*** - allows you to run an on-demand test over a single file selected from the tree structure of your disk

- ***Update*** - automatically launches the update process of **AVG 9 Free**

- ***Update from directory*** - runs the update process from the update files located in a specified folder on your local disk. However, this option is only recommended as an emergency, e.g. in situations where there is no connection to the Internet (*for example, your computer is infected and disconnected from the Internet; your computer is connected to a network with no access to the Internet, etc.*). In the newly opened window select the folder where you have previously placed the update file, and launch the update process.

- ***Advanced settings*** - opens the ***AVG advanced settings*** dialog where you can edit the **AVG 9 Free** configuration. Generally, it is recommended to keep the default settings of the application as defined by the software vendor.

6.1.5. Help

- ***Contents*** - opens the AVG help files

- ***Get Help Online*** - opens the AVG website (http://www.avg.com/) at the customer support center page

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- ***Your AVG Web*** - opens the AVG website (http://www.avg.com/)
- ***About Viruses and Threats*** - opens the online ***Virus Encyclopedia*** where you can look up detailed information on the identified virus
- ***Buy now*** - opens the AVG website (http://www.avg.com/) at the online store where you can purchase a copy of AVG.
- ***Register AVG Anti-Virus Free*** - opens AVG Free website (**http://free.avg.com/**) at the registration page where you can register to get the full access to a new web-based discussion forum where you can receive technical support.
- ***Premium Support*** - opens you browser and takes you to AVG Support Center page, where you can select your product type to view all support options available for you.
- ***About AVG*** - opens the ***Information*** dialog with five tabs providing data on program name, program and virus database version, system info, license agreement, and contact information of ***AVG Technologies CZ***.

6.2. Security Status Info

The ***Security Status Info*** section is located in the upper part of the AVG main window. Within this section you will always find information on the current security status of your **AVG 9 Free**. Please see an overview of icons possibly depicted in this section, and their meaning:

The green icon indicates that your **AVG 9 Free** is fully functional. Your computer is completely protected, up to date and all installed components are working properly.

The orange icon warns that one or more components are incorrectly configured and you should pay attention to their properties/settings. There is no critical problem in **AVG 9 Free** and you have probably decided to switch some component off for some reason. You are still protected by AVG. However, please pay attention to the problem component's settings! Its name will be provided in the ***Security Status Info*** section.

This icon also appears if for some reason you have decided to ignore a component's error status (*the "Ignore component state" option is available from the context menu opened by a right-click over the respective component's icon in the component overview of the AVG main window*). You may need to use this option in a specific situation but it is strictly recommended to switch off the "***Ignore component state***" option as soon as possible.

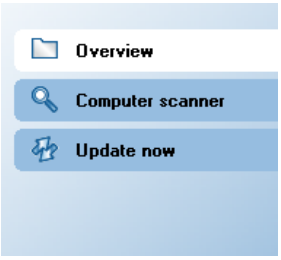
The red icon indicates that **AVG 9 Free** is in critical status! One or more components does not work properly and AVG cannot protect your computer. Please pay immediate attention to fixing the reported problem.

It is strongly recommended that you pay attention to Security Status Info and in case the report indicates any problem, go ahead and try to solve it immediately. Otherwise your computer is at risk!

Note: *AVG status information can also be obtained at any moment from the system tray icon.*

6.3. Quick Links

Quick links *(in the left section of the AVG User Interface)* allow you to immediately access the most important and most frequently used AVG features:



- ***Overview*** - use this link to switch from any currently opened AVG interface to the default one with an overview of all installed components - see chapter ***Components Overview*** >>
- ***Computer scanner*** - use this link to open the AVG scanning interface where you can run tests directly, schedule scans, or edit their parameters - see chapter ***AVG Tests*** >>
- ***Update now*** - this link open the updating interface, and launches the AVG update process immediately - see chapter ***AVG Updates*** >>

These links are accessible from the user interface at all times. Once you use a quick link to run a specific process, the GUI will switch to a new dialog but the quick links are still available.

6.4. Components Overview

The ***Components Overview*** section is located in the central part of the AVG User Interface. The section is divided into two parts:

- Overview of all installed components consisting of a panel with the component's icon and the information of whether the respective component is active or inactive

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- Description of a selected component

Within the **AVG 9 Free** the ***Components Overview*** section contains information on the following components:

- ***Anti-Virus*** ensures that your computer is protected from viruses trying to enter your computer - details >>
- ***Anti-Spyware*** scans your applications in the background as you run them - details >>
- ***Link Scanner*** checks the search results displayed in your internet browser - details >>
- ***E-mail Scanner*** checks all incoming and outgoing mail for viruses - details >>

- ***Identity Protection*** - ***AVG Identity Protection*** is an anti-malware product that is focused on preventing identity thieves from stealing your passwords, bank account details, credit card numbers and other personal digital valuables from all kinds of malicious software (*malware*) that target your PC. It makes sure that all programs running on your PC are operating correctly. ***AVG Identity Protection*** spots and blocks suspicious behavior on a continuous basis and protects your computer from all new malware. Unfortunately, AVG Identity Protection is not implemented in your free version of AVG. However, you may follow this link to open the AVG website (http://www.avg.com/) on the respective page offering you purchase of the professional AVG product, or at least the ***AVG Identity Protection*** component.
- ***License*** provides full wording of the AVG License Agreement - details >>
- ***Resident Shield*** runs in the background and scans files as they are copied, opened or saved - details >>
- ***Update Manager*** controls all AVG updates - details >>

Single-click any component's icon to highlight it within the components overview. At the same time, the component's basic functionality description appears in the bottom part of the user interface. Double-click the icon to open the components own interface with a list of basic statistical data.

Right-click you mouse over a component's icon to expand a context menu: besides opening the component's graphic interface you can also select to ***Ignore component state***. Select this option to express you are aware of the component's error state but for some reason you wish to keep your AVG so.

6.5. Statistics

The ***Statistics*** section is located in the left bottom part of the AVG User Interface. It offers a list of information regarding the program's operation:

- ***Last scan*** - provides the date when the last scan was performed

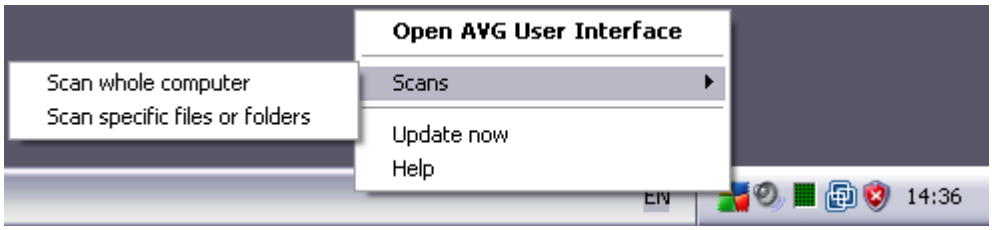
- ***Last update*** - provides the date when the last update was launched
- ***Virus DB*** - informs you about the currently installed version of the virus database
- ***AVG version*** - informs you about the AVG version installed *(the number is in the form of 9.0.xx, where 9.0 is the product line version, and xx stands for the number of the build)*
- ***License type*** - informs that you are using Free AVG license

6.6. System Tray Icon

System Tray Icon (*on your Windows taskbar*) indicates the current status of your **AVG 9 Free**. It is visible at all times on your system tray, no matter whether your AVG main window is opened or closed.

If in full color, the ***System Tray Icon*** indicates that all AVG components are active and fully functional. Alternatively, AVG system tray icon can be displayed in full color with an exclamation mark meaning AVG is in error state but you are fully aware of this situation and you have deliberately decided to ***Ignore the component state***. This icon depiction generally indicates a problem (*inactive component, error status, etc.*). Double-click the ***System Tray Icon*** to open the main window and edit a component.

The ***System Tray Icon*** can also be used as a quick link to access the AVG main window at any time - double click on the icon. By right-click on the ***System Tray Icon*** you open a brief context menu with the following options:



- ***Open AVG User Interface*** - click to open the AVG User Interface
- ***Scans*** - click to open the context menu of predefined scans (*Scan Whole Computer*, *Scan Specific Files or Folders*) and select the required scan, it will be launched immediately
- ***Update now*** - launches an immediate update
- ***Help*** - opens the help file on the start page

The ***System tray icon*** further informs on current AVG activities and possible status changes in the program (*e.g. automatic launch of a scheduled scan or update, a component's status change, error status occurrence, ...*) via a pop-up window opened from the AVG system tray icon:

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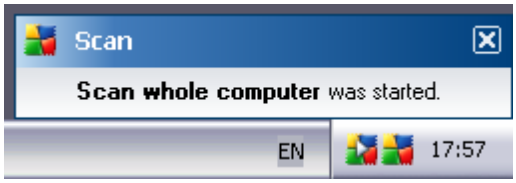
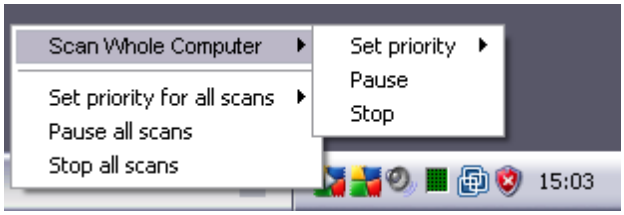


During the scan running, you can use the ***System Tray Icon*** quick links :



- ***Scan Whole Computer*** (*alternatively name of the currently launched scan*) - allows you to ***Set priority*** of the currently running scan (*see scan priority*), ***Pause***, or ***Stop*** scan
- ***Set priority for all scans*** - this options allows you to set up the general level of the scan priority to be used for all scans launched in the future
- ***Pause all scans***
- ***Stop all scans***

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7. AVG Components

7.1. Anti-Virus

7.1.1. Anti-Virus Principles

The antivirus software's scanning engine scans all files and file activity (opening/ closing files, etc.) for known viruses. Any detected virus will be blocked from taking any action and will then be cleaned or quarantined. Most antivirus software also uses heuristic scanning, where files are scanned for typical virus characteristics, so called viral signatures. This means that the antivirus scanner can detect a new, unknown virus, if the new virus contains some typical characteristics of existing viruses.

The important feature of antivirus protection is that no known virus can run on the computer!

Where just a single technology might fall short of detecting or identifying a virus, ***Anti-Virus*** combines several technologies to ensure that your computer is protected from viruses:

- Scanning - searching for character strings that are characteristic of a given virus
- Heuristic analysis - dynamic emulation of the scanned object's instructions in a virtual computer environment
- Generic detection - detection of instructions characteristic of the given virus/ group of viruses

AVG is also able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. We call such threats Potentially Unwanted Programs (various kinds of spyware, adware etc.). Furthermore, AVG scans your system registry for suspicious entries, temporary Internet files and tracking cookies, and allows you to treat all potentially harmful items in the same way as any other infection.

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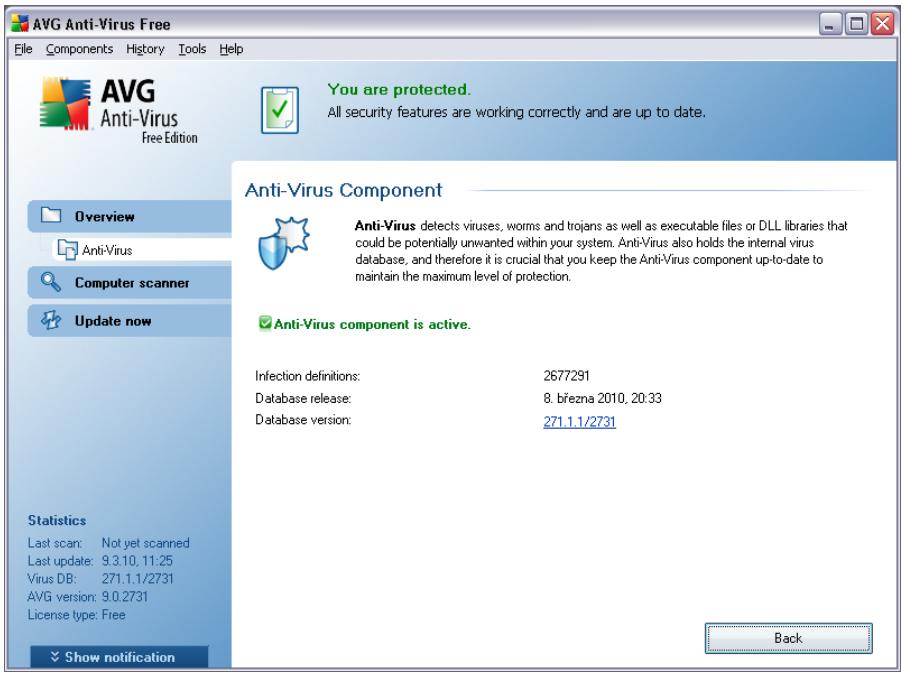
7.1.2. Anti-Virus Interface


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Anti-Virus Component
Overview
Anti-Virus
Computer scanner
Update now
Anti-Virus detects viruses, worms and trojans as well as executable files or DLL libraries that could be potentially unwanted within your system. Anti-Virus also holds the internal virus database, and therefore it is crucial that you keep the Anti-Virus component up-to-date to maintain the maximum level of protection.
Anti-Virus component is active.
Infection definitions: 2677291
Database release: 8. března 2010, 20:33
Database version: 271.1.1/2731
Statistics
Last scan: Not yet scanned
Last update: 9.3.10, 11:25
Virus DB: 271.1.1/2731
AVG version: 9.0.2731
License type: Free
Show notification
Back

The ***Anti-Virus*** component's interface provides some basic information on the component's functionality, information on the component's current status (*Anti-Virus component is active.*), and a brief overview of ***Anti-Virus*** statistics:

- ***Infection definitions*** - number provides the count of viruses defined in the up-to-date version of the virus database
- ***Database release***- specifies when and at what time the virus database was last updated
- ***Database version*** - defines the number of the latest virus database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

7.2. Anti-Spyware

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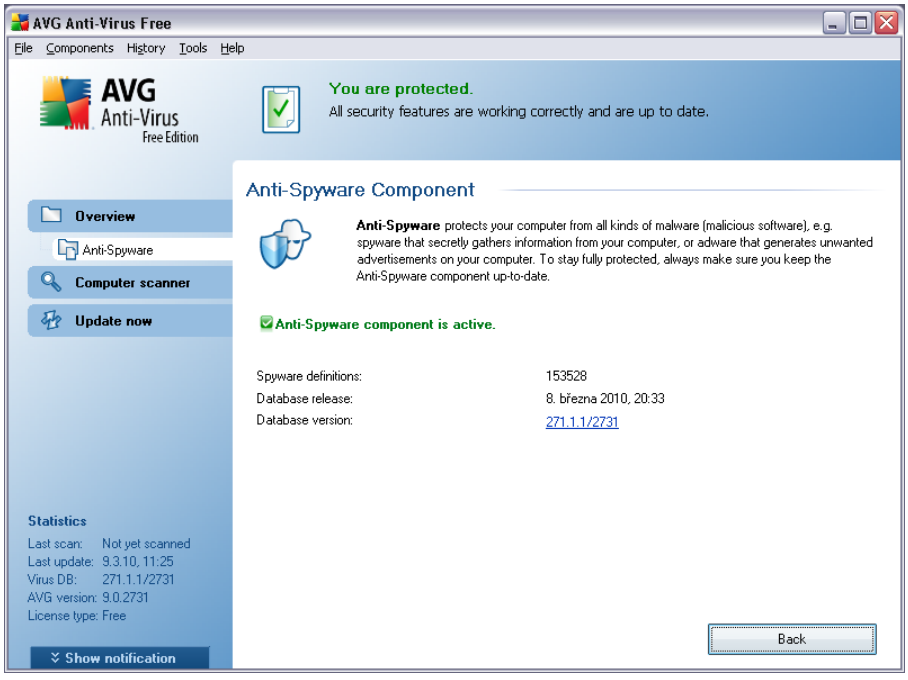
7.2.1. Anti-Spyware Principles

Spyware is usually defined as a type of malware, i.e. software, that gathers information from a user's computer without the user's knowledge or consent. Some spyware applications may also be installed on purpose and often contain advertisements, window pop-ups or different types of unpleasant software.

Currently, the most common source of infection is websites with potentially dangerous content. Other methods of transmission, such as via e-mail or transmission by worms and viruses are also prevalent. The most important protection is to use an always-on background scanner, ***Anti-Spyware***, that works like a resident shield and scans your applications in the background as you run them.

There is also the potential risk that malware has been transmitted to your computer prior to AVG installation, or that you have neglected to keep your **AVG 9 Free** up-to-date with the latest database and program updates. For this reason, AVG allows you to fully scan your computer for malware/spyware using the scanning feature. It also detects sleeping and non-active malware, i.e. malware that has been downloaded but not yet activated.

7.2.2. Anti-Spyware Interface


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Overview
Anti-Spyware
Computer scanner
Update now
Anti-Spyware Component
Anti-Spyware protects your computer from all kinds of malware (malicious software), e.g. spyware that secretly gathers information from your computer, or adware that generates unwanted advertisements on your computer. To stay fully protected, always make sure you keep the Anti-Spyware component up-to-date.
Anti-Spyware component is active.
Spyware definitions: 153528
Database release: 8. března 2010, 20:33
Database version: 271.1.1/2731
Statistics
Last scan: Not yet scanned
Last update: 9.3.10, 11:25
Virus DB: 271.1.1/2731
AVG version: 9.0.2731
License type: Free
Show notification
Back

The ***Anti-Spyware*** component's interface provides a brief overview on the component's functionality, information on the component's current status (*Anti-Spyware component is active.*), and some ***Anti-Spyware*** statistics:

- ***Spyware definitions*** - number provides the count of spyware samples defined in the latest spyware database version
- ***Database release*** - specifies when and at what time the spyware database

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was updated

- ***Database version*** - defines the number of the latest spyware database version; and this number increases with every virus base update

There is just one operating button available within this component's interface (***Back***) - press the button to return to the default AVG user interface (components overview).

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

7.3. E-mail Scanner

One of the most common sources of viruses and trojans is via e-mail. Phishing and spam make e-mail an even greater source of risks. Free e-mail accounts are more likely to receive such malicious e-mails (*as they rarely employ anti-spam technology*), and home users rely quite heavily on such e-mail. Also home users, surfing unknown sites and filling in online forms with personal data (*such as their e-mail address*) increase exposure to attacks via e-mail. Companies usually use corporate e-mail accounts and employ anti-spam filters etc, to reduce the risk.

7.3.1. E-mail Scanner Principles

The ***E-mail Scanner*** component scans incoming/outgoing e-mails automatically. You can use it with e-mail clients that do not have their own plug-in in AVG (*e.g. Outlook Express, Mozilla, Incredimail, etc.*).

During AVG installation there are automatic servers created for e-mail control: one for checking incoming e-mails and the second one for checking outgoing e-mails. Using these two servers e-mails are automatically checked on ports 110 and 25 (*standard ports for sending/receiving e-mails*).

E-mail Scanner works as an interface between e-mail client and e-mail servers on the Internet.

- ***Incoming mail:*** While receiving a message from the server, the ***E-mail Scanner*** component tests it for viruses, removes infected attachments, and adds certification. When detected, viruses are quarantined in ***Virus Vault*** immediately. Then the message is passed to the e-mail client.

- ***Outgoing mail:*** Message is sent from e-mail client to E-mail Scanner; it tests the message and its attachments for viruses and then sends the message to the SMTP server (*scanning of outgoing e-mails is disabled by default, and can be set up manually*).

Note: *AVG E-mail Scanner is not intended for server platforms!*

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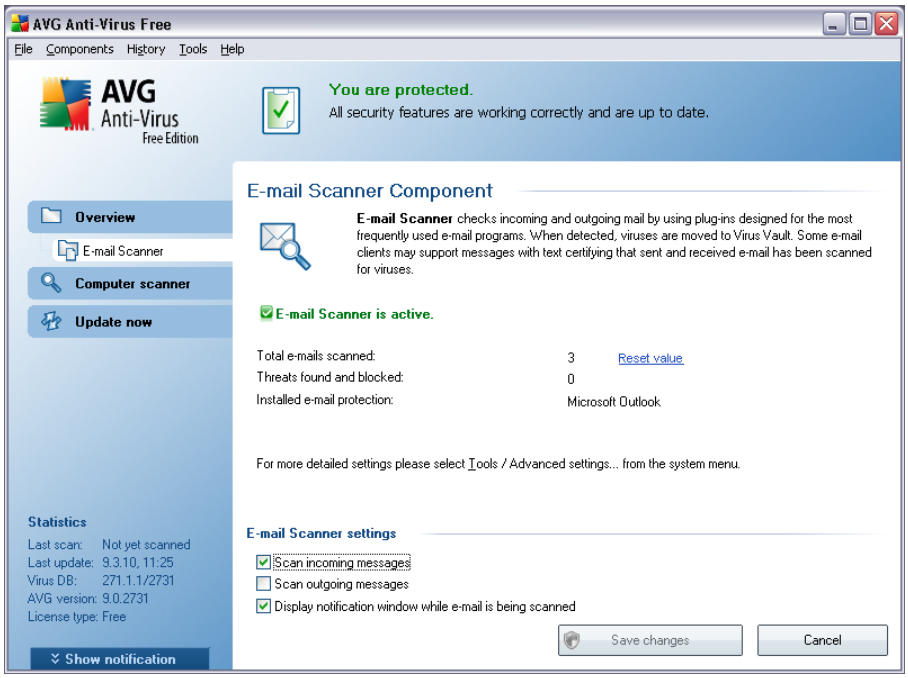
7.3.2. E-mail Scanner Interface


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Overview
E-mail Scanner
Computer scanner
Update now
E-mail Scanner Component
E-mail Scanner checks incoming and outgoing mail by using plug-ins designed for the most frequently used e-mail programs. When detected, viruses are moved to Virus Vault. Some e-mail clients may support messages with text certifying that sent and received e-mail has been scanned for viruses.
E-mail Scanner is active.
Total e-mails scanned: 3 Reset value
Threats found and blocked: 0
Installed e-mail protection: Microsoft Outlook
For more detailed settings please select Tools / Advanced settings... from the system menu.
Statistics
Last scan: Not yet scanned
Last update: 9.3.10, 11:25
Virus DB: 271.1.1/2731
AVG version: 9.0.2731
License type: Free
Show notification
E-mail Scanner settings
Scan incoming messages
Scan outgoing messages
Display notification window while e-mail is being scanned
Save changes
Cancel

In the ***E-mail Scanner*** component's dialog you can find a brief text describing the component's functionality, information on its current status (*E-mail Scanner is active.*), and the following statistics:

- ***Total e-mails scanned*** - how many e-mail messages were scanned since the ***E-mail Scanner*** was last launched (*if needed, this value can be reset; e.g. for statistic purposes - Reset value*)
- ***Threats found and blocked*** - provides the number of infections detected in e-mail messages since the last ***E-mail Scanner*** launch
- ***Installed e-mail protection*** - information about a specific e-mail protection plug-in referring to your default installed e-mail client

Basic component configuration

In the bottom part of the dialog you can find the section named ***E-mail Scanner settings*** where you can edit some elementary features of the component's functionality:

- ***Scan incoming messages*** - check the item to specify that all e-mails deliver ed to your account should be scanned for viruses. By default, this item is on, and it is recommended not to change this setting!
- ***Scan outgoing messages*** - check the item to confirm all e-mail sent from your account should be scanned for viruses. By default, this item is off.

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- ***Display notification icon while E-mail is being scanned*** - during the scanning the ***E-mail Scanner*** component displays a notification dialog informing on an actual task the component is processing (*connecting to server, downloading a message, scanning the message, ...*).

The advanced configuration of the ***E-mail Scanner*** component is accessible via the ***File/Advanced settings*** item of the system menu; however advanced configuration is recommended for experienced users only!

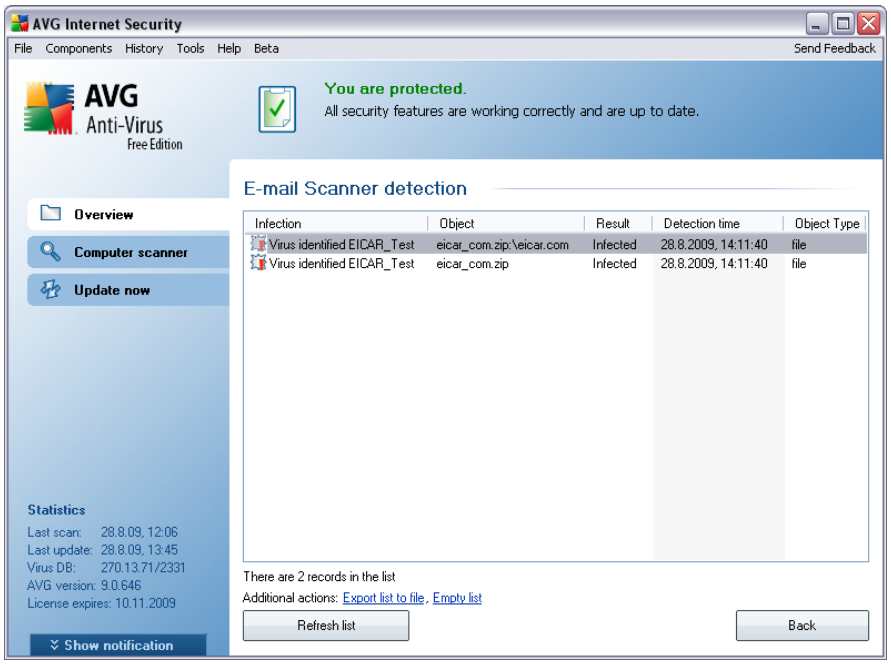
Please note: *The software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***E-mail Scanner*** interface are as follows:

- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default AVG user interface (*components overview*)

7.3.3. E-mail Scanner Detection



In the ***E-mail Scanner detection*** dialog (*accessible via system menu option History /*

E-mail Scanner detection) you will be able to see a list of all findings detected by the ***E-mail Scanner*** component. For each detected object the following information is provided:

- ***Infection***- description (possibly even name) of the detected object
- ***Object*** - object location
- ***Result*** - action performed with the detected object
- ***Detection time*** - date and time the suspicious object was detected
- ***Object Type*** - type of the detected object

In the bottom part of the dialog, under the list, you will find information on total number of detected objects listed above. Further you can export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***).

Control buttons

The control buttons available within the ***E-mail Scanner detection*** interface are as follows:

- ***Refresh list*** - updates the list of detected threats
- ***Back*** - switches you back to the previous displayed dialog

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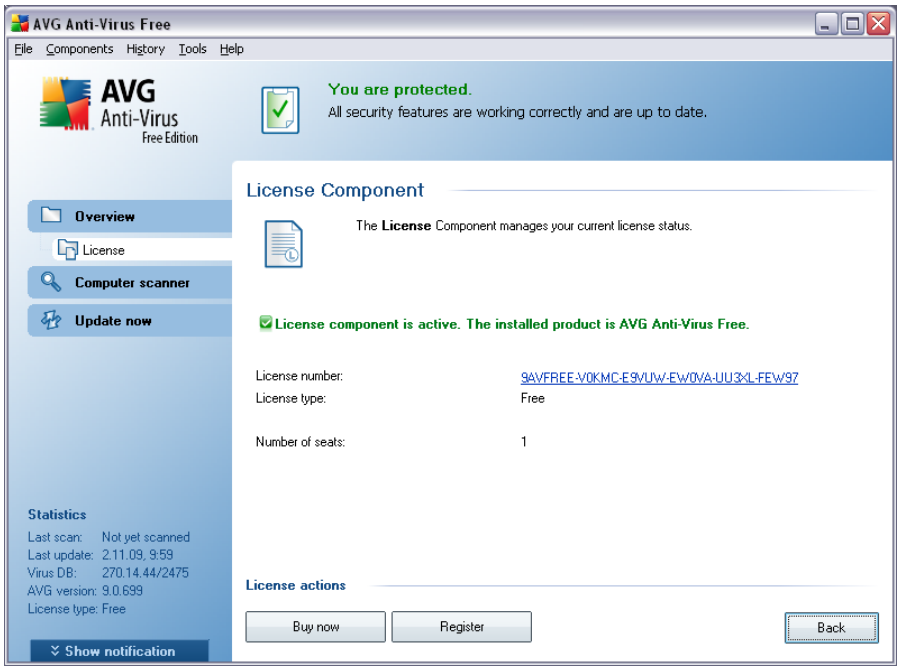
7.4. License



In the ***Licence*** component interface you will find a brief text describing the component's functionality, information on its current status (*License component is active.*), and the following information:

- ***License number*** - provides the exact form of your license number.
- ***License type*** - specifies the product type installed.
- ***Number of seats*** - how many workstations on which you are entitled to install your **AVG 9 Free** - Free products are intended for non-commercial and home use only, and are valid for one license only.

Control buttons

- ***Buy now*** - opens the AVG website (http://www.avg.com/) at the online store where you can purchase the full version of a selected AVG product.
- ***Register*** - opens AVG Free website (http://free.avg.com/) at the registration page where you can register to get the full access to a new web-based discussion forum where you can receive technical support.
- ***Back*** - press this button to return to the default AVG user interface (components overview).

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7.5. Link Scanner

7.5.1. Link Scanner Principles

The ***LinkScanner*** component provides protection against websites, that are designed to install malware into your computer via the web browser or its plugins. The ***LinkScanner*** technology consists of two features, ***AVG Search-Shield*** and ***AVG Active Surf-Shield***:

- ***AVG Search Shield*** contains list of websites (*URL addresses*) which are known to be dangerous. When searching Google, Yahoo!, WebHledani, Yandex, Baidu, Bing, AOL, AltaVista, EarthLink, Ask, Seznam, eBay, Twitter, Digg, or SlashDot, all results of the search are checked according to this list and a verdict icon is shown (*for Yahoo! search results only "exploited website" verdict icons are shown*). Also if you type some address directly into your browser, click a link on any website or e.g. in your e-mail, it is checked automatically and blocked if necessary.

- ***AVG Active Surf-Shield*** scans the contents of the websites you are visiting, regardless of the websites address. Even if some website is not detected by ***AVG Search Shield*** (*e.g. when a new malicious website is created, or when a previously clean website now contains some malware*), it will be detected and blocked by ***AVG Active Surf-Shield*** once you try to visit it.

Note: *AVG Link Scanner is not intended for server platforms!*

7.5.2. Link Scanner Interface

The ***LinkScanner*** component consists of two parts that you can switch on/off in the ***LinkScanner component*** interface:

The ***LinkScanner*** component interface provides a brief description of the component's functionality and information on its current status (*LinkScanner component is active.*). Further, you can find the information on the latest ***LinkScanner*** database version number (*LinkScanner Version*).

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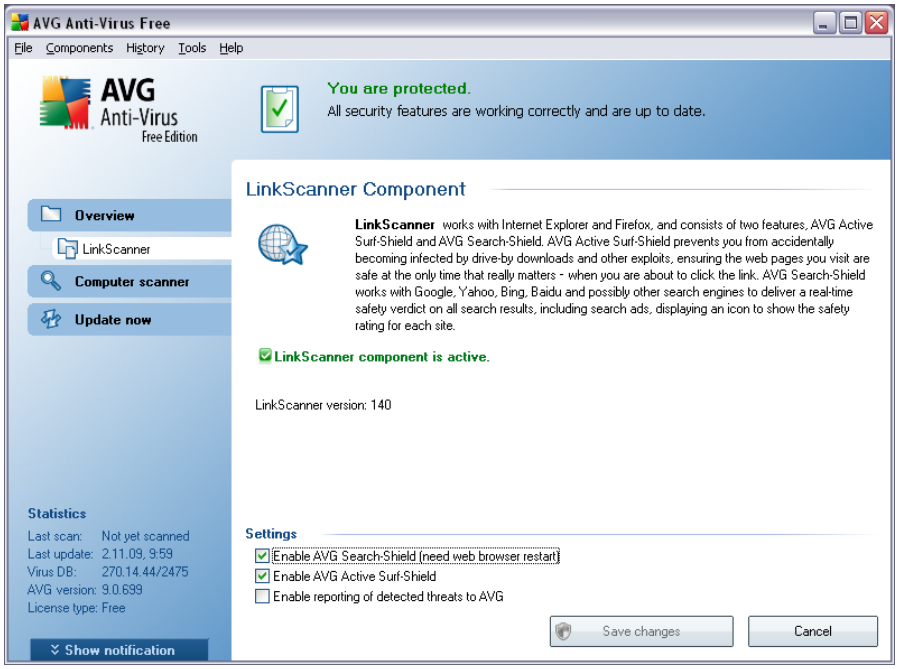
AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Overview
LinkScanner
Computer scanner
Update now
LinkScanner Component
LinkScanner works with Internet Explorer and Firefox, and consists of two features, AVG Active Surf-Shield and AVG Search-Shield. AVG Active Surf-Shield prevents you from accidentally becoming infected by drive-by downloads and other exploits, ensuring the web pages you visit are safe at the only time that really matters - when you are about to click the link. AVG Search-Shield works with Google, Yahoo, Bing, Baidu and possibly other search engines to deliver a real-time safety verdict on all search results, including search ads, displaying an icon to show the safety rating for each site.
LinkScanner component is active.
LinkScanner version: 140
Statistics
Last scan: Not yet scanned
Last update: 2.11.09, 9:59
Virus DB: 270.14.44/2475
AVG version: 9.0.699
License type: Free
Show notification
Settings
Enable AVG Search-Shield (need web browser restart)
Enable AVG Active Surf-Shield
Enable reporting of detected threats to AVG
Save changes
Cancel

In the bottom part of the dialog you can edit several options:

- ***Enable AVG Search-Shield*** - (*on by default*): advisory notifying icons on searches performed in Google, Yahoo!, WebHledani, Yandex, Baidu, Bing, AOL, AltaVista, EarthLink, Ask, Seznam, eBay, Twitter, Digg, or SlashDot having checked ahead the content of sites returned by the search engine.
- ***Enable AVG Active Surf-Shield*** - (*on by default*): active (*real-time*) protection against exploitive sites as they are accessed. Known malicious site connections and their exploitive content is blocked as they are accessed by the user via a web browser (*or any other application that uses HTTP*).
- ***Enable reporting of detected threats to AVG*** - mark this item to allow back reporting of exploits and bad sites found by users either via ***AVG Active Surf-Shield*** or ***AVG Search-Shield*** to feed the database collecting information on malicious activity on the web.

7.5.3. AVG Search-Shield

When searching Internet with the ***AVG Search-Shield*** on, all search results returned from the most popular search engines (Google, Yahoo!, WebHledani, Yandex, Baidu, Bing, AOL, AltaVista, EarthLink, Ask, Seznam, eBay, Twitter, Digg, or SlashDot) are evaluated for dangerous or suspicious links. By checking these links and marking the bad links, the ***AVG Link Scanner*** warns you before you click on dangerous or suspicious links, so you can ensure you only go to safe websites.

While a link is being evaluated on the search results page, you will see a graphic sign next to the link informing that the link verification is in progress. When the evaluation is complete, the respective informative icon will be displayed:

The linked page is safe (*with Yahoo! search engine within AVG Link Scanner this icon will not be displayed!*).

The linked page does not contain threats but is somewhat suspicious (*questionable in origin or motive, therefore not recommended for e-shopping etc.*).

The linked page can be either safe itself, but containing further links to positively dangerous pages; or suspicious in code, though not directly employing any threats at the moment.

The linked page contains active threats! For your own safety, you will not be allowed to visit this page.

The linked page is not accessible, and so could not be scanned.

Hovering over an individual rating icon will display details about the particular link in question. Information include additional details of the threat (if any), the IP address of the link and when the page was scanned by AVG:

AVG
Safe: This page contains no active threats.
Explanation:
It is safe to proceed to this page.
IP Address: 91.198.174.2
Scanned on: 07/01/09 14:36:57
(0.13 seconds to scan this page)
Ratings are provided by AVG. Site owners please contact AVG Technologies for questions.
Keep up to date with the latest AVG news and updates. Visit the AVG website.
click here

VeriSign Seal

Besides the above listed ***AVG Search Shield*** verdict icons, you can also see the ***VeriSign*** icon in your browser. However, this icon display refers only to pages websites that participate in the Verisign Seal project. In such a case, the ***VeriSign*** icon will be displayed next to any link in the search results list, or next to the sponsored links. For instance, if the website is considered safe, you will see the ***VeriSign*** icon next to the green ***AVG Search Shield*** icon. If the site is considered potentially dangerous, you will be informed via the AVG verdict icon only.

The ***VeriSign*** icons are supported in the following browsers: Altavista, AOL, Ask, Baidu, Bing, Earthlink, Google, Seznam, Webhledani, Yandex, and Yahoo!

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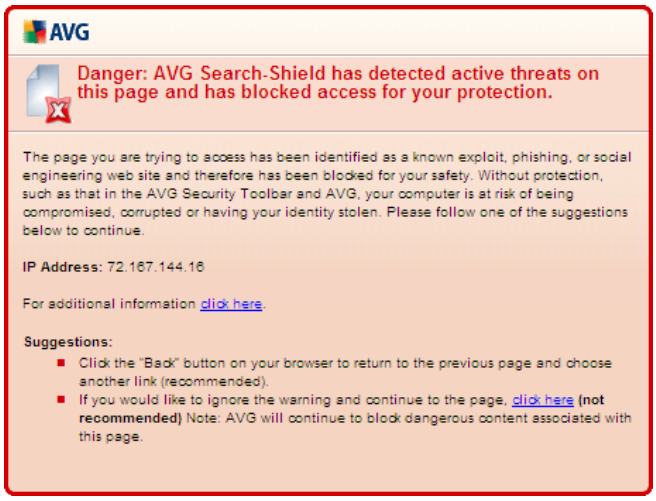
7.5.4. AVG Active Surf-Shield

This powerful protection will block malicious content of any webpage you try to open, and prevent it from being downloaded to your computer. With this feature enabled, clicking a link or typing in a URL to a dangerous site will automatically block you from opening the web page thus protecting you from inadvertently being infected. It is important to remember that exploited web pages can infect your computer simply by visiting the affected site, for this reason when you request a dangerous webpage containing exploits or other serious threats, the ***AVG Link Scanner*** will not allow your browser to display it.

If you do encounter a malicious web site, within your web browser the ***AVG Link Scanner*** will warn you with a screen similar to:


AVG
Danger: AVG Search-Shield has detected active threats on this page and has blocked access for your protection.
The page you are trying to access has been identified as a known exploit, phishing, or social engineering web site and therefore has been blocked for your safety. Without protection, such as that in the AVG Security Toolbar and AVG, your computer is at risk of being compromised, corrupted or having your identity stolen. Please follow one of the suggestions below to continue.
IP Address: 72.167.144.16
For additional information click here.
Suggestions:
Click the "Back" button on your browser to return to the previous page and choose another link (recommended).
If you would like to ignore the warning and continue to the page, click here (not recommended) Note: AVG will continue to block dangerous content associated with this page.

Entering such web site is highly risky and it cannot be recommended!

7.6. Resident Shield

7.6.1. Resident Shield Principles

The ***Resident Shield*** component gives your computer continuous protection. It scans every single file that is being opened, saved, or copied, and guards the system areas of the computer. When ***Resident Shield*** discovers a virus in a file that is accessed, it stops the operation currently being performed and does not allow the virus to activate itself. Normally, you do not even notice the process, as it runs "in the background", and you only get notified when threats are found; at the same time, ***Resident Shield*** blocks activation of the threat and removes it. ***Resident Shield*** is being loaded in the memory of your computer during system startup.

Warning: Resident Shield is loaded in the memory of your computer during startup, and it is vital that you keep it switched on at all times!

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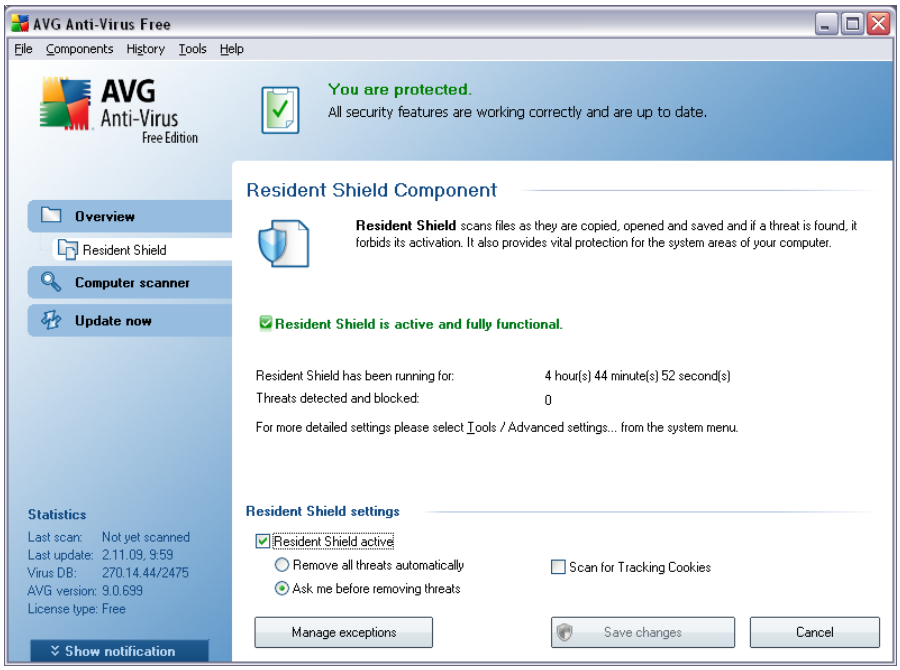
7.6.2. Resident Shield Interface


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Resident Shield Component
Overview
Resident Shield
Computer scanner
Update now
Resident Shield scans files as they are copied, opened and saved and if a threat is found, it forbids its activation. It also provides vital protection for the system areas of your computer.
Resident Shield is active and fully functional.
Resident Shield has been running for: 4 hour(s) 44 minute(s) 52 second(s)
Threats detected and blocked: 0
For more detailed settings please select Tools / Advanced settings... from the system menu.
Statistics
Last scan: Not yet scanned
Last update: 2.11.09, 9:59
Virus DB: 270.14.44/2475
AVG version: 9.0.699
License type: Free
Show notification
Resident Shield settings
Resident Shield active
Remove all threats automatically
Ask me before removing threats
Scan for Tracking Cookies
Manage exceptions
Save changes
Cancel

Besides an overview of the most important statistical data and the information on the component's current status (*Resident Shield is active and fully functional*), the ***Resident Shield*** interface offers some elementary component settings options, too. The statistics is as follows:

- ***Resident Shield has been running for*** - provides the time since the latest component's launch
- ***Threats detected and blocked*** - number of detected infections that were prevented from being run/opened (*if needed, this value can be reset; e.g. for statistic purposes - Reset value*)

Resident Shield settings

In the bottom part of the dialog window you will find the section called ***Resident Shield settings*** where you can edit some basic settings of the component's functionality (*detailed configuration, as with all other components, is available via the File/Advanced settings item of the system menu*).

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The ***Resident Shield active*** option allows you to easily switch on/off resident protection. By default, the function is on. With resident protection on you can further decide how the possibly detected infections should be treated (removed):

- either automatically (***Remove all threats automatically***)
- or only after the user's approval (***Ask me before removing threats***)

This choice has no impact on the security level, and it only reflects your preferences.

In both cases, you can still select whether you want to ***Scan for Tracking Cookies.*** In specific cases you can switch this option on to achieve maximum security levels, however it is switched off by default. (*cookies = parcels of text sent by a server to a web browser and then sent back unchanged by the browser each time it accesses that server. HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Resident Shield*** interface are as follows:

- ***Manage exceptions*** - opens the ***Resident Shield - Directory / Files Excludes*** dialog where you can define folders that should be left out from the ***Resident Shield*** scanning
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview)

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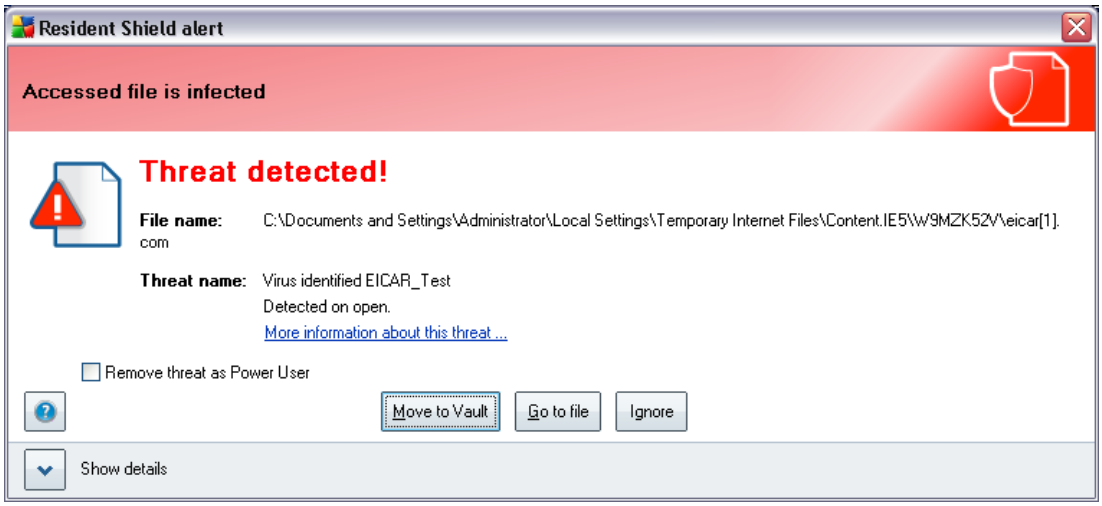
7.6.3. Resident Shield Detection

Resident Shield scans files as they are copied, opened or saved. When a virus or any kind of threat is detected, you will be warned immediately via the following dialog:



The dialog provides information on the threat detected, and it invites you to decide what action should be taken now:

- ***Heal*** - if a cure is available, AVG will heal the infected file automatically; this option is the recommended action to be taken
- ***Move to Vault*** - the virus will be moved to AVG ***Virus Vault***
- ***Go to file*** - this option redirects you to the exact location of the suspicious object (*opens new Windows Explorer window*)
- ***Ignore*** - we strictly recommend NOT TO use this option unless you have a very good reason to do so!

The entire overview of threats detected by ***Resident Shield*** can be found in the ***Resident Shield detection*** dialog accessible via system menu option ***History / Resident Shield detection***:

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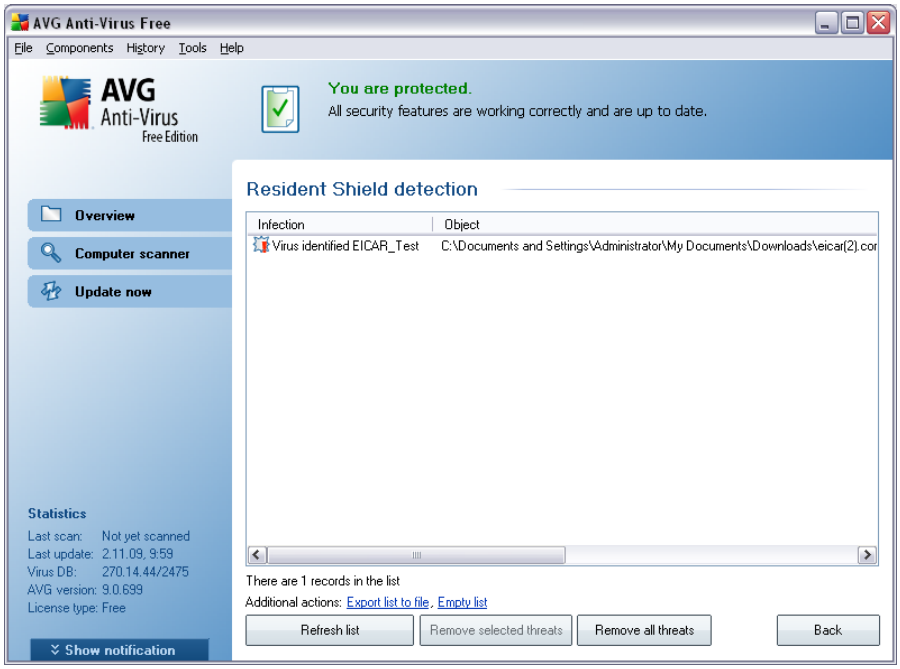

The ***Resident Shield detection*** offers an overview of objects that were detected by the ***Resident Shield***, evaluated as dangerous and either cured or moved to the ***Virus Vault***. For each detected object the following information is provided:

- ***Infection***- description (possibly even name) of the detected object
- ***Object*** - object location
- ***Result*** - action performed with the detected object
- ***Detection time*** - date and time the object was detected
- ***Object Type*** - type of the detected object
- ***Process*** - what action was performed to call out the potentially dangerous object so that it could be detected

In the bottom part of the dialog, under the list, you will find information on total number of detected objects listed above. Further you can export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***). The ***Refresh list*** button will update the list of finding detected by ***Resident Shield***. The ***Back*** button switches you back to the default ***AVG user interface*** (components overview).

7.7. Update Manager

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7.7.1. Update Manager Principles

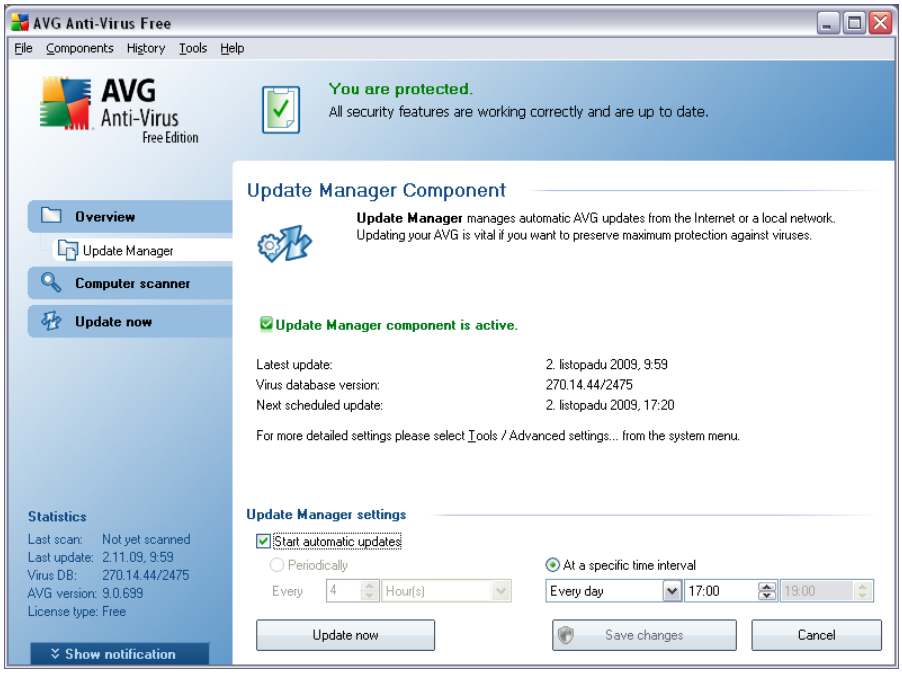
No security software can guarantee true protection from various types of threats unless it is regularly updated! Virus writers are always looking for new flaws that they can exploit in both software and operating systems. New viruses, new malware, new hacking attacks appear daily. For this reason, software vendors are continually issuing updates and security patches, to fix any security holes that are discovered.

It is crucial to update your AVG regularly!

The ***Update Manager*** helps you to control regular updating. Within this component you can schedule automatic downloads of update files either from the Internet, or the local network. Essential virus definition updates should be daily if possible. Less urgent program updates can be weekly.

Note: *Please pay attention to the AVG Updates chapter for more information on update types and levels!*

7.7.2. Update Manager Interface


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Overview
Update Manager
Computer scanner
Update now
Update Manager Component
Update Manager manages automatic AVG updates from the Internet or a local network. Updating your AVG is vital if you want to preserve maximum protection against viruses.
Update Manager component is active.
Latest update: 2. listopadu 2009, 9:59
Virus database version: 270.14.44/2475
Next scheduled update: 2. listopadu 2009, 17:20
For more detailed settings please select Tools / Advanced settings... from the system menu.
Statistics
Last scan: Not yet scanned
Last update: 2.11.09, 9:59
Virus DB: 270.14.44/2475
AVG version: 9.0.699
License type: Free
Show notification
Update Manager settings
Start automatic updates
Periodically
At a specific time interval
Every 4 Hour(s)
Every day 17:00 19:00
Update now
Save changes
Cancel

The ***Update Manager***'s interface displays information about the component's functionality and its current status (*Update manager is active.*), and provides the relevant statistical data:

- ***Latest update*** - specifies when and at what time the database was updated
- ***Virus database version*** - defines the number of the latest virus database version; and this number increases with every virus base update
- ***Next scheduled update*** - specifies when and at what time the database is

scheduled to be updated again

Basic component configuration

In the bottom part of the dialog you can find the ***Update Manager settings*** section where you can perform some changes to the rules of the update process launch. You can define whether you wish the update files to be downloaded automatically (***Start automatic updates***) or just on demand. By default, the ***Start automatic updates*** option is switched on and we recommend to keep it that way! Regular download of the latest update files is crucial for proper functionality of any security software!

Further you can define a ***specific time***, when the update should be launched. By default, the update is set for 17:00 every day. It is highly recommended to keep this setting unless you have a true reason to change it!

Please note: The *software vendor has set up all AVG components to give optimum performance. Unless you have a real reason to do so, do not change the AVG configuration. Any changes to settings should only be performed by an experienced user. If you need to change AVG configuration, select the system menu item* ***Tools / Advanced settings*** *and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.*

Control buttons

The control buttons available within the ***Update Manager*** interface are as follows:

- ***Update now*** - launches an immediate update on demand
- ***Save changes*** - press this button to save and apply any changes made in this dialog
- ***Cancel*** - press this button to return to the default ***AVG user interface*** (components overview)

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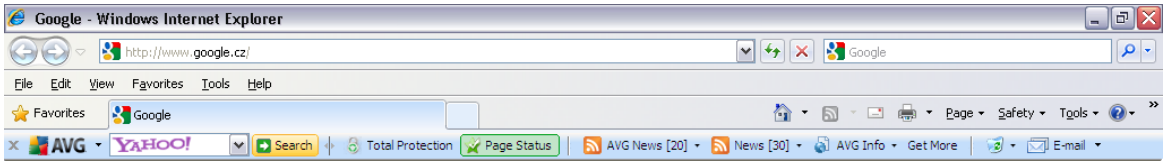
8. AVG Security Toolbar

AVG Security Toolbar is a new tool which works together with the ***AVG Link Scanner*** component and checks search results of the supported Internet search engines (*Google, Yahoo!, WebHledani, Yandex, Baidu, Bing, AOL, AltaVista, EarthLink, Ask, Seznam, eBay, Twitter, Digg, or SlashDot*). ***AVG Security Toolbar*** can be used to control ***AVG Link Scanner*** functions and to adjust its behavior.

If you select to install the toolbar during the installation of **AVG 9 Free**, it will be added into your web browser automatically. In case you are using some alternative Internet browser (*e.g Avant Browser*) you can meet unexpected behavior.

8.1. AVG Security Toolbar Interface

The ***AVG Security Toolbar*** is designed to work with ***MS Internet Explorer*** (*version 6.0 or greater*) and ***Mozilla Firefox*** (*version 3.0 or greater*). Once you have decided you want to install ***AVG Security Toolbar*** (*during the AVG installation process you were asked to decide whether or not you wish to install the component*), the component will be located in your web browser just under the address bar:



The ***AVG Security Toolbar*** consists of the following:

8.1.1. AVG logo button

This button provides access to general toolbar items. Click the logo button to get redirected to AVG website. Clicking the pointer next to the AVG icon will open the following:

- ***Toolbar Info*** - link to the ***AVG Security Toolbar*** home page with detailed information on the toolbar's protection
- ***Launch AVG 9.0*** - opens the AVG 9 Free user interface
- ***Options*** - opens a configuration dialog where you can adjust your ***AVG Security Toolbar*** settings to suit your needs - see the following chapter ***AVG Security Toolbar Options***
- ***Delete History*** - allows you to Delete complete history of ***AVG Security Toolbar***, or to delete search history, delete browser history, delete download history and delete cookies.

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- ***Update*** - checks for new updates for your ***AVG Security Toolbar***
- ***Help*** - provides options to open the help file, contact AVG technical support, send your product related feedback, or view the details of the current version of the toolbar

8.1.2. Yahoo! powered search box

Yahoo! powered search box is easy and safe way to search the web using Yahoo! search. Enter a word or phrase into the search box press ***Search*** to start the search on the Yahoo! server directly, no matter what page is currently displayed. The search box also lists your search history. Searches done through the search box are analyzed using the ***AVG Search-Shield*** protection.

8.1.3. Total Protection

This button opens the ***Security tab*** in the ***Toolbar Options dialog***, allowing you to assign ***AVG Security Toolbar*** functionality you want to use.

8.1.4. Page Status

Directly in the toolbar, this button displays the evaluation of the currently displayed web page base on criteria of the ***AVG Active Surf-Shield*** component:

- The linked page is safe (*with Yahoo! search engine within AVG Security Toolbar this icon will not be displayed!*).
- Page is somewhat suspicious.
- Page containing links to positively dangerous pages.
- The linked page contains active threats! For your own safety, you will not be allowed to visit this page.
- The page is not accessible, and so could not be scanned.

Click the button to open an information panel with detailed data on the specific web page.

8.1.5. AVG News

Directly from within the ***AVG Security Toolbar***, this button opens an overview of the latest ***Headline news*** related to AVG, both news from the press and company press release:

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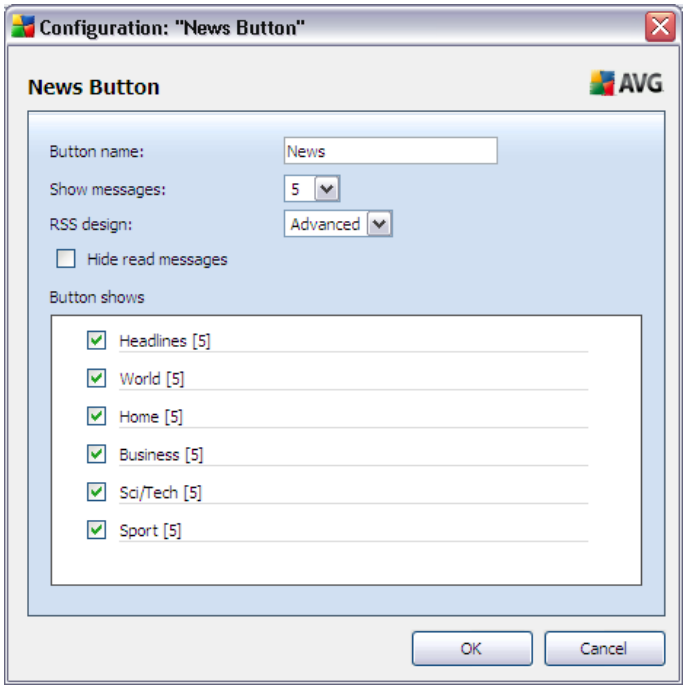
AVG
HEADLINE NEWS
News [10]
Press Releases [10]
• Program update AVG 9.0.733
• AVG Adds Senior Team to Form Global Strategic Alliances Division
• AVG Technologies Makes Safe Bet with GlobalCollect
• AVG Posts Record Growth and Surpasses More Than 110 Million Users Worldwide
• AVG Shows Why It's Still the #1 Most Downloaded Software
• AVG Technologies Names Acting Chairman of Board Dale Fuller to Permanent Role
• AVG Delivers Industrial-Strength Security and Improves

In the right upper corner you can see two red control buttons:

- - the button opens the editing dialog where you can specify parameters of the ***AVG News*** button displayed within the ***AVG Security Toolbar***:



  - ***Button name*** - you have the option to change the button name as it will be displayed within ***AVG Security Toolbar***
  - ***Show messages*** - change the desired number of messages that are to be displayed at a time
  - ***RSS design*** - select between Advanced/Basic mode of the current display of the news overview (*by default, the Advanced mode is selected - see picture above*)

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- **_Hide read messages_** - mark this item to confirm that each read message should not be displayed any longer, so that new messages can be supplied

- **_Button shows_** - in this field you can select the respective news categories that you want to have displayed in your news overview within ***AVG Security Toolbar***

- - click this button to close the currently opened news overview

8.1.6. News

Similarly, directly from within the ***AVG Security Toolbar***, this button opens an overview of the latest news from selected media divided into several sections:

AVG
HEADLINE NEWS
Headlines [5]
World [5]
Home [5]
Business [5]
Sci/Tech [5]
Sport [5]
Odboráři by dnes měli definitivně rozhodnout o stávce - České noviny
Lesy ČR dostaly pokutu. Za oboru - denik.cz
Parkanová: O korupci s pandury nevím, jednal Barták - Týden.cz
Heidinger se vrátil do Čech - denik.cz
ČSSD láká do Prahy ikonu zelené politiky Al Gorea - Aktuálně.cz

In the right upper corner you can see two red control buttons:

- - the button opens the editing dialog where you can specify parameters of the ***News*** button displayed within the ***AVG Security Toolbar***:

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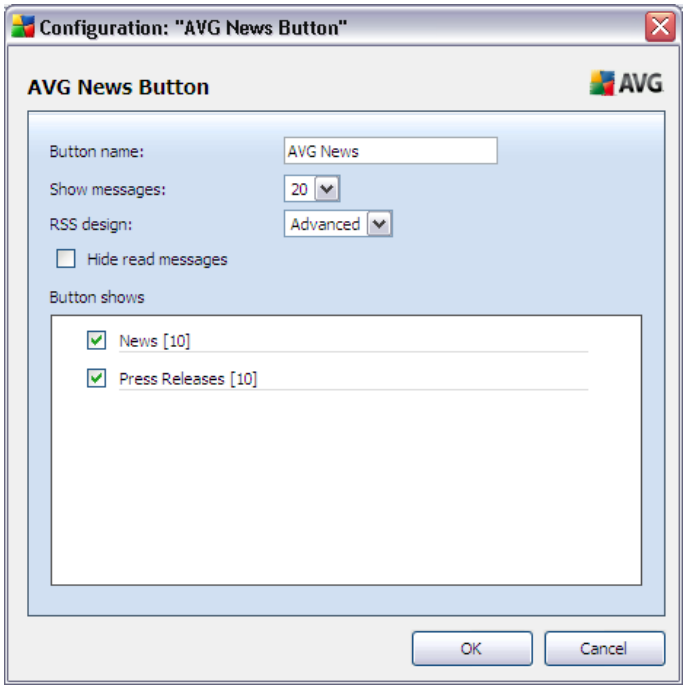

- - click this button to close the currently opened news overview

8.1.7. AVG Info

The button provides links to important security information related to **AVG 9 Free**:

- ***Toolbar Info*** - link to the ***AVG Security Toolbar*** home page with detailed information on the toolbar's protection
- ***AVG News*** - opens the web page providing the latest AVG related press release
- ***Current Threat Level*** - opens the virus lab web page with a graphical display of the current threat level on the web
- ***Virus Encyclopedia*** - opens the ***Virus Encyclopedia*** page where you can search the specific viruses by name and get detailed information on each one
- ***Upgrade My AVG 9 Free*** - opens the webpage offering the option of upgrade to the full professional version of AVG products

8.1.8. Get More

Get More button opens a webpage where you can learn about many benefits of AVG paid product and easily purchase one of them.

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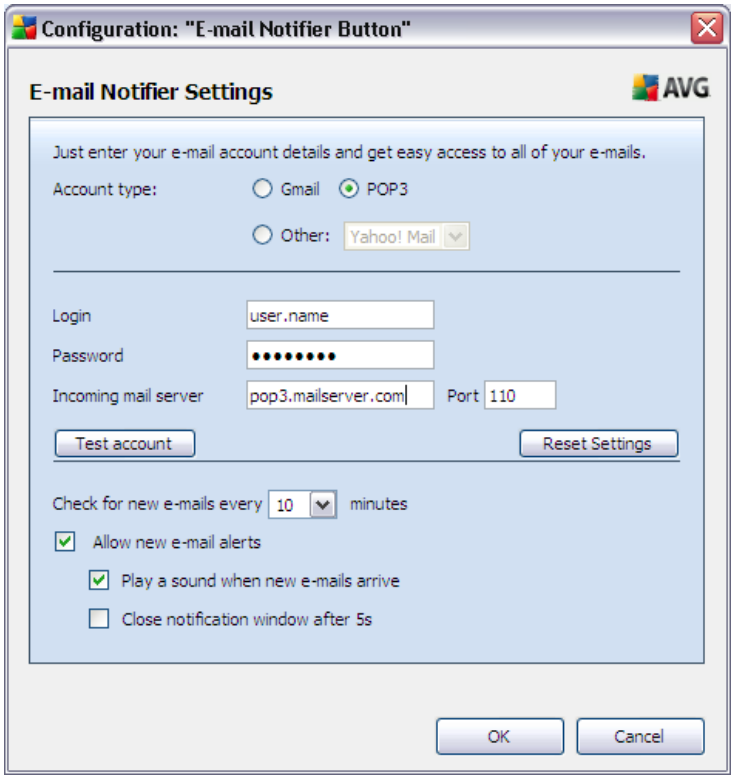
8.1.9. E-mail Notifier

The ***E-mail Notifier*** button allows you to activate the option of being informed about newly arrived e-mail messages directly in the ***AVG Security Toolbar*** interface. The button opedns the following editing dialog where you can define parameters of your e-mail account and the e-mail display rules. Please follow the instructions in the dialog:



8.1.10. Weather Info

The ***Weather*** button displays the information on the current temperature (*updated every 3-6 hours*) in your selected destination directly within the ***AVG Security Toolbar*** interface. Click the button to open a new info panel with detailed weather overview:

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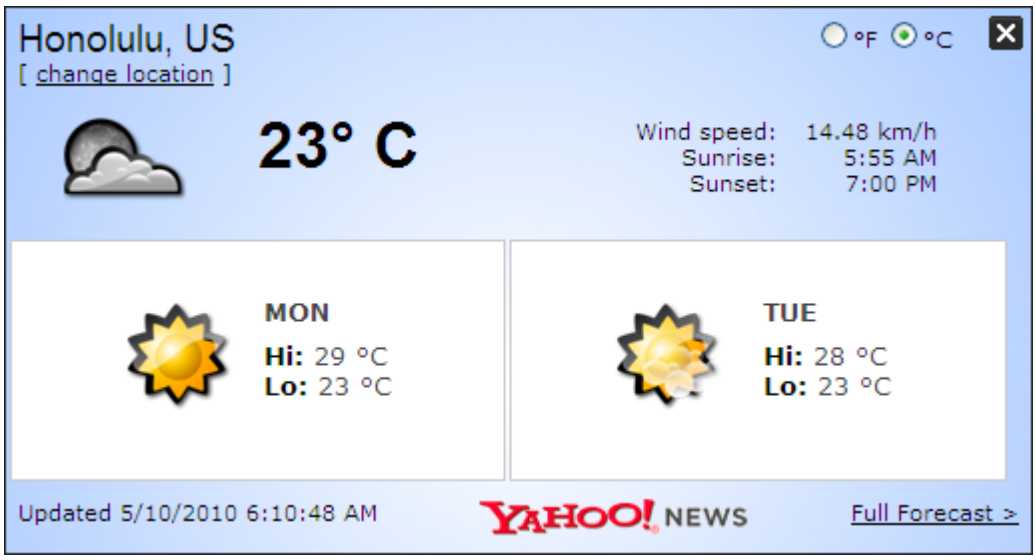


Following find the editing options:

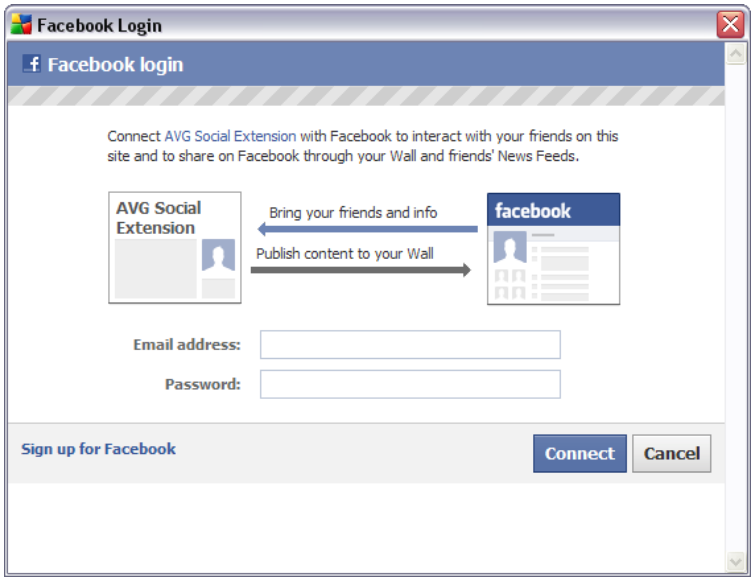
- ***Change location*** - click the ***Change location*** text to display a new dialog called ***Search for your location***. Fill in the name of your desired location into the text field, and confirm by clicking the ***Search*** button. Next, within the list of all locations of the same name select the destination you are looking for. Finally, the info panel will be displayed again providing the weather information for the selected location.

- ***Fahrenheit / Celsius converter*** - in the upper right-hand corner of the info panel you can chose between the Fahrenheit and Celsius scales. Based on your selection, the temperature information will be further provided in the selected scale.

- ***Full Forecast*** - if interested in full and detailed forecast, use the ***Full Forecast*** link to get to the specialized weather website at http://weather.yahoo.com/

8.1.11. Facebook

The ***Facebook*** button allows you connect to the Facebook social network from the ***AVG Security Toolbar*** directly. Click the button, and the login invitation appears;click again to open the ***Facebook login*** dialog. In the dialog provide your access data, that means your e-mail address and password, and press the ***Connect*** button. If you do not have a Facebook account yet, you can create one directly using the ***Sign up for Facebook*** link:


Facebook Login
Facebook login
Connect AVG Social Extension with Facebook to interact with your friends on this site and to share on Facebook through your Wall and friends' News Feeds.
AVG Social Extension
Bring your friends and info
Publish content to your Wall
facebook
Email address:
Password:
Sign up for Facebook
Connect
Cancel

Further, go to the following ***Facebook*** dialog where you will be invited to allow the ***AVG Social Extension*** application. This application functionality is essential for the toolbar - Facebook connection, therefore it is recommended to allow its functioning. Press the ***Allow Status Updates*** button to confirm:

AVG Security Toolbar
Facebook
Allow AVG Social Extension to update my status.
AVG Social Extension will be able to update your Facebook status on an ongoing basis.
Allow Status Updates
Don't Allow

The Facebook connection has been activated. The ***Facebook*** button within ***AVG Security Toolbaru*** now offers the standard Facebook menu options:

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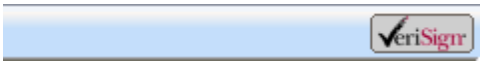
8.1.12. VeriSign Identity Protection

On the right side of ***AVG Security Toolbar*** you can see the ***VeriSign*** button referring to VeriSign Identity Protection:



VeriSign Identity Protection principles

VeriSign Identity Protection (VIP) helps protect your accounts and your identity by requiring a unique security code, in addition to your user name and password, to access your online accounts. VIP is based on so called two-factor authentication which combines something you know (*such as your username and password*) with something unique that only you can generate instantaneously before logging to a site (*a security code in this case*) to verify an identity or to verify a transaction.

Recommended: *For detailed information on VeriSign Identity Protection please consult the VeriSign website.*

VeriSign Identity Protection member websites

The ***VeriSign*** button is displayed either in green color (*for all recognized VIP member website*), or in gray color (*for all non-VIP member sites or VIP member sites that the Toolbar does not recognize*). This basically means that the VeriSign Identity Protection can only be activated on websites that are members of the VIP programme (*VIP member sites*, *VIP network*). A VIP member site is a website maintained by a company that offers an additional layer of protection to their users with VeriSign Identity Protection.

For overview of currently registered websites please visit https://vipmobile.verisign.com/wheretouse.v.

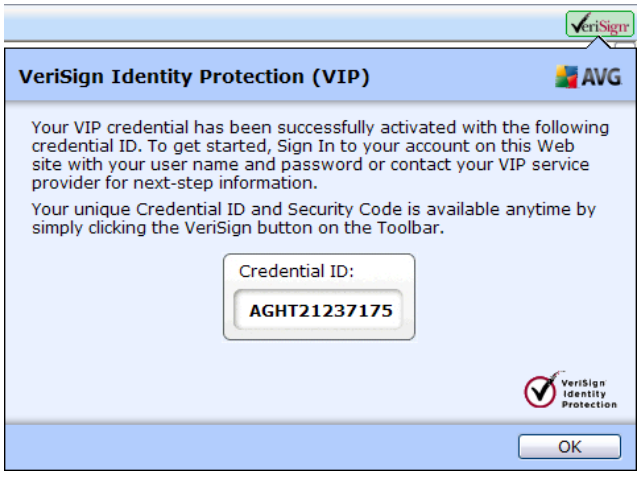
How it works?

When you visit a website that is a VIP member, ***VeriSign Identity Protection*** within ***AVG Security Toolbar*** will recognize the site, and inform you about this fact by displaying the following info panel:

VeriSign Identity Protection (VIP)
AVG
We noticed this Web site is part of the VeriSign Identity Protection (VIP) Network. Did you know you can use your AVG Security Toolbar as a VIP credential to securely access this VIP member site? VIP provides an additional layer of online protection each time you Sign In to member sites within the VIP Network. Learn More
User Name
Password
VIP
VSST12345678
123456
Credential ID
Security Code
Don't remind me again on this Web site
Next >
Cancel

Within this website, you can apply the ***VeriSign Identity Protection***, and use the ***AVG Security Toolbar VeriSign*** button to view your VIP credential. ***VIP credential*** is a unique identifier consisting of 12 alphanumeric characters. This identification is to be used while you register at any VIP member site where you have an online account. Your VIP credential is unique to each installation of the ***AVG Security Toolbar*** and so if you have multiple toolbars installed on different computers you will need to register each toolbar to the member sites you would like to use.

To gain your VIP credential, click ***Next*** to continue to the following dialog:


VeriSign Identity Protection (VIP)
AVG
Your VIP credential has been successfully activated with the following credential ID. To get started, Sign In to your account on this Web site with your user name and password or contact your VIP service provider for next-step information.
Your unique Credential ID and Security Code is available anytime by simply clicking the VeriSign button on the Toolbar.
Credential ID:
AGHT21237175
OK

After you register your VIP credential at the VIP member site, the next time you enter the site, your VIP credential ID will be recognized automatically - the following dialog will pop-up displaying your registered VIP credential, and a specific security code. For

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your protection, the security code is valid within a limited timeframe. A new security code is dynamically generated by the VIP credential every 30 seconds:

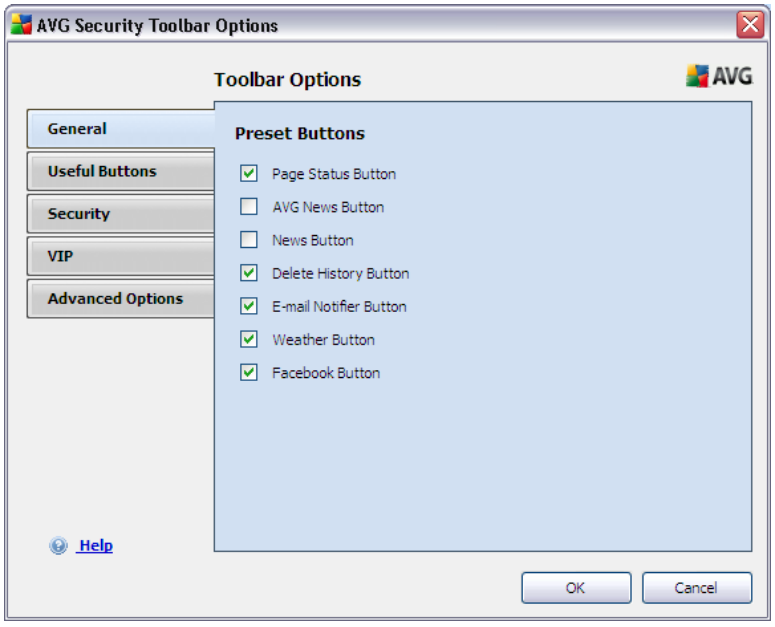
VeriSign Identity Protection (VIP)
AVG
Credential ID:
AGHT21237175
Security Code:
323292
7
Enter your credential ID and security code in the fields provided by the member site. Note that the VIP security code refreshes every 30 seconds for your protection.
Learn more about how to use VIP.
VeriSign Identity Protection
OK

To successfully login to the VIP member site, you will be required to input your login name, password and the security code generated by ***AVG Security Toolbar***.

8.2. AVG Security Toolbar Options

All ***AVG Security Toolbar*** parameters configuration is accessible directly within the ***AVG Security Toolbar*** panel. The editing interface opens via the *AVG / Options* toolbar menu item in a new dialog called ***Toolbar Options*** divided into four sections:

8.2.1. Tab General

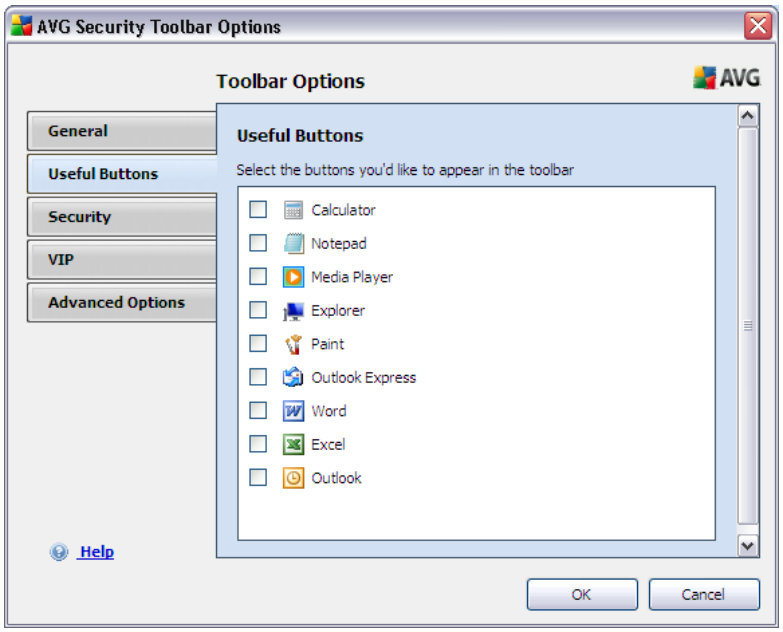


On this tab you can specify toolbar control buttons that should be displayed or hidden within the ***AVG Security Toolbar*** panel. Mark any option in case you want to have

displayed the respective button. Further find described the functionality of each of the toolbar buttons:

- ***Page Status Button -*** the button offers the possibility of having displayed the information on the currently opened page security status within ***AVG Security Toolbar***
- ***AVG News Button*** - the button opens a web page providing the latest AVG related press release
- ***News Button*** - the button provides a structured overview of current news from the daily press
- ***AVG Info Button*** - the button offers information on AVG toolbar, on current threats and the internet threat level, opens the virus encyclopedia, and provides more AVG products related news
- ***Delete History Button*** - this button allows you to Delete complete history, or Delete search history, Delete browser history, Delete download history, or Delete cookies directly from the AVG Security Toolbar panel.
- ***E-mail Notifier Button*** - the button allows you to have displayed your newly arrived e-mail messages within the ***AVG Security Toolbar*** interface

8.2.2. Tab Useful Buttons



The ***Useful Buttons*** tab allows you to select applications from a list and have their icon displayed in the toolbar interface. The icon then serves as a quick link enabling to launch the respective application immediately.

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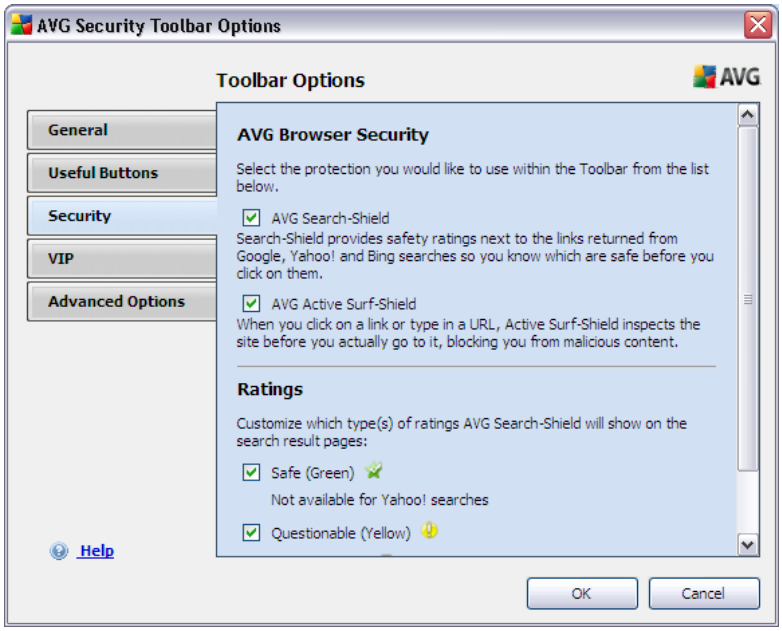
8.2.3. Tab Security


AVG Security Toolbar Options
Toolbar Options
AVG
General
Useful Buttons
Security
VIP
Advanced Options
AVG Browser Security
Select the protection you would like to use within the Toolbar from the list below.
AVG Search-Shield
Search-Shield provides safety ratings next to the links returned from Google, Yahoo! and Bing searches so you know which are safe before you click on them.
AVG Active Surf-Shield
When you click on a link or type in a URL, Active Surf-Shield inspects the site before you actually go to it, blocking you from malicious content.
Ratings
Customize which type(s) of ratings AVG Search-Shield will show on the search result pages:
Safe (Green)
Not available for Yahoo! searches
Questionable (Yellow)
Help
OK
Cancel

The ***Security*** tab is divided into two sections, ***AVG Browser Security*** and ***Ratings***, where you can mark specific check-boxes to assign ***AVG Security Toolbar*** functionality you want to use:

- ***AVG Browser Security*** - check this item to activate or switch-off the ***AVG Search-Shield*** and/or ***AVG Active Surf-Shield*** service
- ***Ratings*** - select graphical symbols used for search results ratings by the ***AVG Search-Shield*** component that you want to use:
  - page is safe
  - page is somewhat suspicious
  - page containing links to positively dangerous pages
  - page contains active threats
  - page is not accessible, and so could not be scanned

Mark the respective option to confirm you want to be informed about this specific threat level. However, display of the red mark assigned to pages containing active and dangerous threats cannot be switched-off. ***Again, it is recommended to keep the default configuration set by the program vendor unless you have a real reason to change it.***

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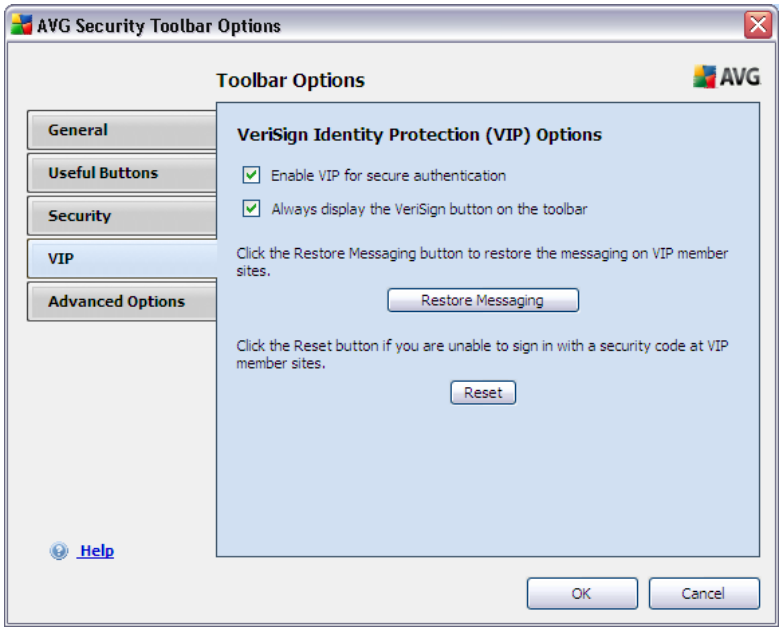
8.2.4. Tab VIP



This tab allows you to set the ***VeriSign Identity Protection*** parameters. First decide whether the following options should be allowed:

- ***Enable VIP for secure authentication*** - mark this option to activate the VeriSign protection.
- ***Always display the VeriSign button on the toolbar*** - this option is only activated in case you marked the previous ***Enable VIP for secure authentication*** option. If checked, the VeriSign logo appears on the ***AVG Security Toolbar***. Other wise, the logo will be hidden.

Next, these two control buttons are available:

- ***Restore Messaging*** - when navigating to a registered member VIP website you will be automatically informed about this fact by the following info panel:

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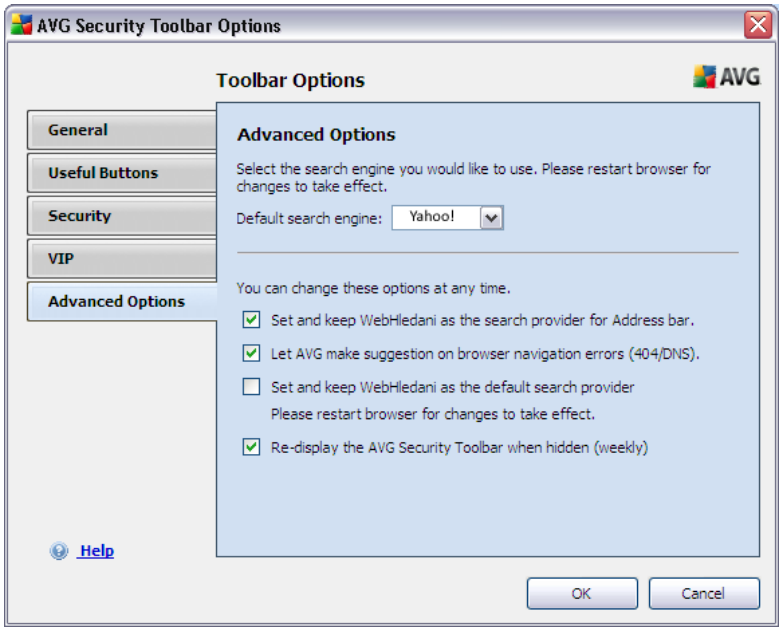
VeriSign Identity Protection (VIP)
AVG
We noticed this Web site is part of the VeriSign Identity Protection (VIP) Network. Did you know you can use your AVG Security Toolbar as a VIP credential to securely access this VIP member site? VIP provides an additional layer of online protection each time you Sign In to member sites within the VIP Network. Learn More
User Name
Password
Credential ID
Security Code
VIP
Don't remind me again on this Web site
Next >
Cancel

In the bottom section of the panel you can see and activate the ***Don't remind me again in this Web site*** option - if marked, the next time you enter the specific website, the info panel will not be displayed again. However, if in the future you decide to change this settings, and you will want to restore displaying the member site info for all VIP websites, press the ***Restore Messaging*** button to get back to the default settings for all registered domains.

- ***Reset*** - use this button in case the time synchronization on client and server fails (*for instance, when switching to daylight saving time, etc.*); then you can press the button to re-activate and synchronize the VIP protection.

8.2.5. Tab Advanced Options


AVG Security Toolbar Options
Toolbar Options
AVG
General
Useful Buttons
Security
VIP
Advanced Options
Advanced Options
Select the search engine you would like to use. Please restart browser for changes to take effect.
Default search engine:
Yahoo!
You can change these options at any time.
Set and keep WebHledani as the search provider for Address bar.
Let AVG make suggestion on browser navigation errors (404/DNS).
Set and keep WebHledani as the default search provider
Please restart browser for changes to take effect.
Re-display the AVG Security Toolbar when hidden (weekly)
Help
OK
Cancel

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On the ***Advanced Options*** tab first select what search engine you want to use as default. You have the choice of *Yahoo!, Baidu, WebHledani*, and *Yandex*. Having changed the default search engine, please restart your internet browser for the change to take effect.

Further, you can activate or switch-off further specific ***AVG Security Toolbar*** settings:

- ***Set and keep Yahoo! as the search provider for Address bar*** - if marked, this option allows you to type a search keyword directly into the address bar into your Internet browser and the Yahoo! service will be used automatically to search for relevant websites.
- ***Show Yahoo! search box on new tabs in the browser*** - this option is marked by default, and having opened any new tab in your internet browser, the page with a direct Yahoo! search will be displayed.
- ***Let AVG Link Scanner make suggestion on browser navigation errors (404/DNS)*** - if when searching the web you run into a non-existing page, or a page that cannot be displayed (404 error), you will be automatically redirected to a web page that allows you to select from an overview of alternative topic-related pages.
- ***Set and keep Yahoo! as the search provider for your browser*** - Yahoo! is the default search engine for web search within AVG Security Toolbar, and activating this option it can also become your web browser default search engine.
- ***Re-display the AVG Security Toolbar when hidden (weekly)*** - this option is active by default and when your ***AVG Security Toolbar*** gets hidden accidentally, it will re-display it again within one week term.

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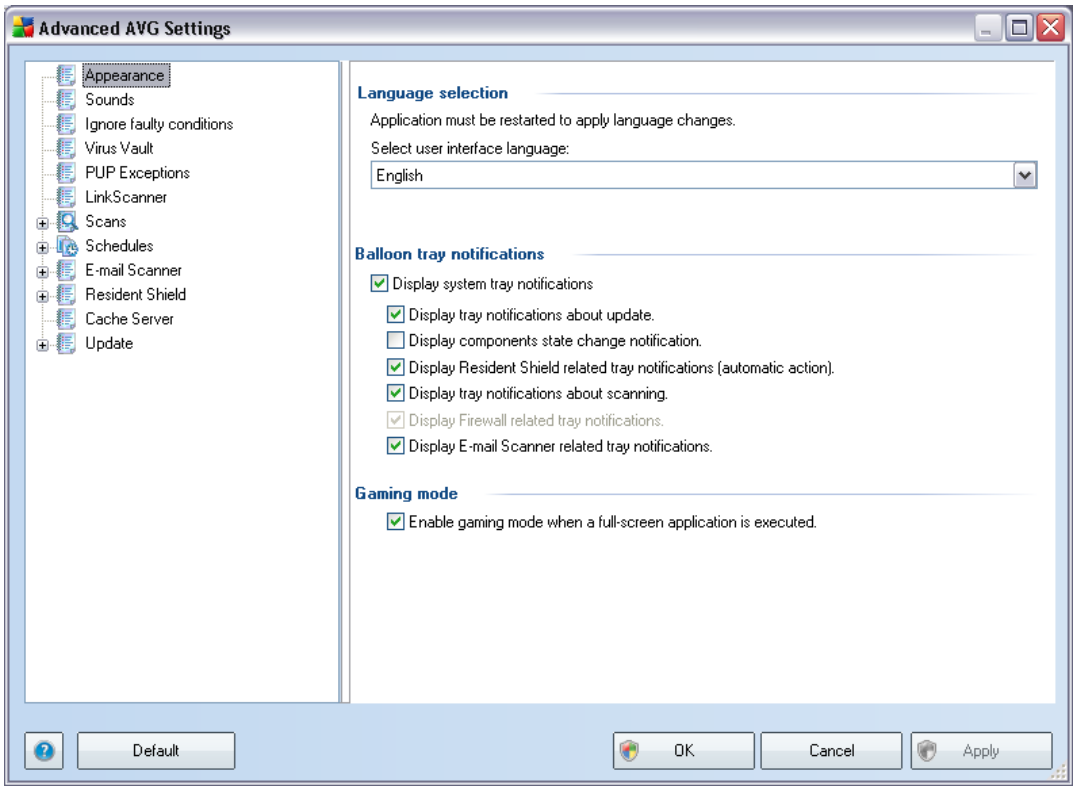
9. AVG Advanced Settings

The advanced configuration dialog of **AVG 9 Free** opens in a new window named ***Advanced AVG Settings***. The window is divided into two sections: the left part offers a tree-arranged navigation to the program configuration options. Select the component you want to change the configuration of (*or its specific part*) to open the editing dialog in the right-hand section of the window.

9.1. Appearance

The first item of the navigation tree, ***Appearance***, refers to the general settings of the AVG user interface and a few elementary options of the application's behavior:



Language selection

In the ***Language selection*** section you can chose your desired language from the drop-down menu; the language will then be used for the entire AVG user interface. The drop-down menu only offers those languages you have previously selected to be installed during the installation process (see chapter Custom Installation - Component Selection). However, to finish switching the application to another language you have to restart the user interface; follow these steps:

- Select the desired language of the application and confirm your selection by pressing the ***Apply*** button (right-hand bottom corner)

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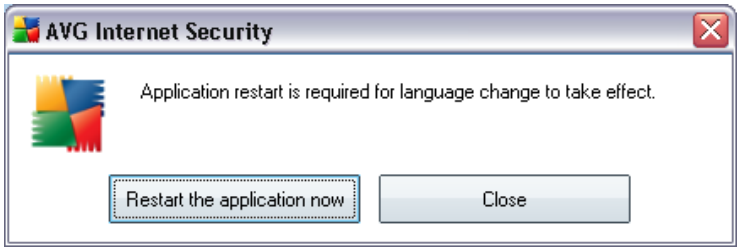
- Press the ***OK*** button confirm
- New dialog window pops-up informing you the language change of AVG user interface requires the application restart:


AVG Internet Security
Application restart is required for language change to take effect.
Restart the application now
Close

Balloon tray notifications

Within this section you can suppress display of system tray balloon notifications on the status of the application. By default, the balloon notifications are allowed to be displayed, and it is recommended to keep this configuration! The balloon notifications typically inform on some AVG component's status change, and you should pay attention to them!

However, if for some reason you decide you do not wish these notifications to be displayed, or you would like only certain notifications (related to a specific AVG component) to be displayed, you can define and specify your preferences by checking/unchecking the following options:

- ***Display system tray notifications*** - check/uncheck this item to turn off/on the display of all balloon notifications. When turned on, you can further select what specific notifications should be displayed:
  - ***Display tray notifications about update*** - decide whether information regarding AVG update process launch, progress, and finalization should be displayed;
  - ***Display components state change notification*** - decide whether information regarding component's activity/inactivity or its possible problem should be displayed. When reporting a component's fault status, this option equals to the informative function of the system tray icon (color changing) reporting a problem in any AVG component;
  - ***Display Resident Shield related tray notifications*** - decide whether information regarding file saving, copying, and opening processes should be displayed or suppressed;
  - ***Display tray notifications about scanning*** - decide whether information upon automatic launch of the scheduled scan, its progress and results should be displayed.
  - ***Display E-mail Scanner related tray notifications*** - decide whether

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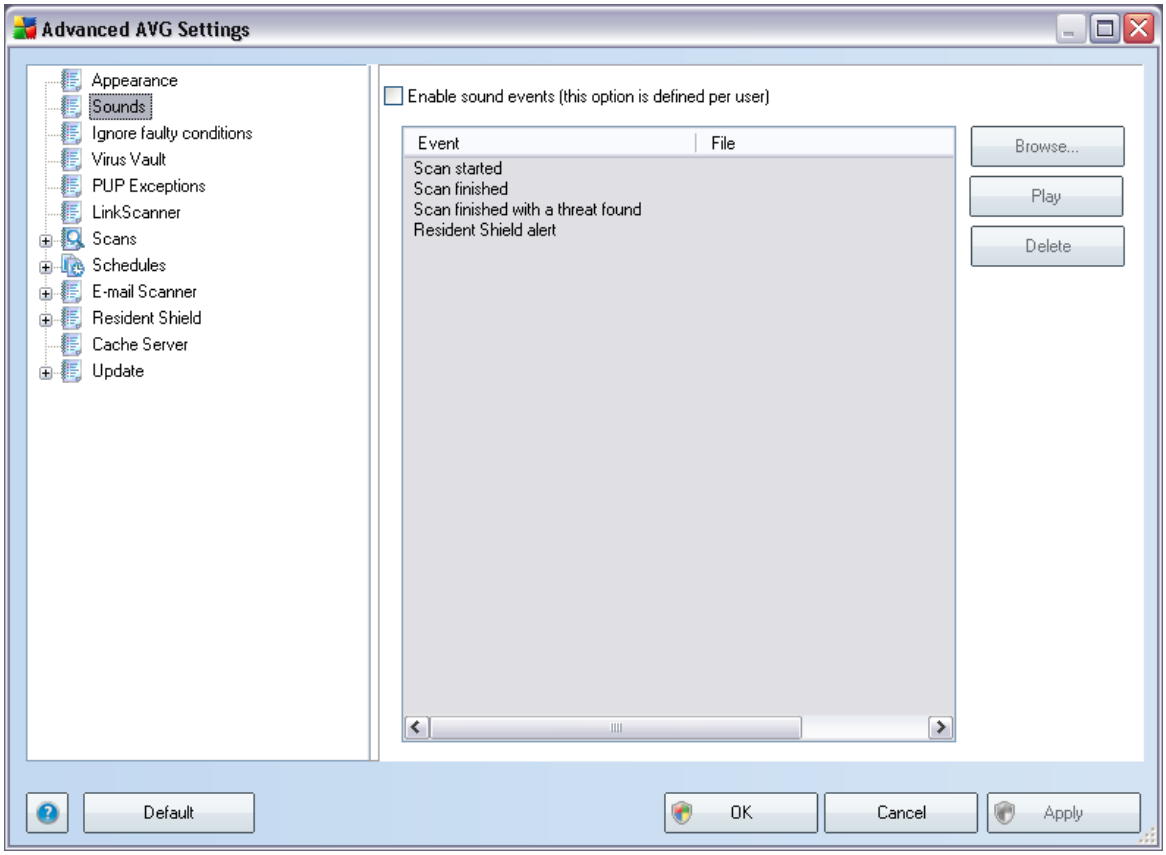
information upon scanning of all incoming and outgoing e-mail messages should be displayed.

Gaming mode

This AVG function is designed for full-screen applications that need to communicate over Internet and possible AVG ask dialogs would affect the application (*minimize it or corrupt its graphics*). To avoid this situation, keep the check box for the ***Enable gaming mode when a full-screen application is executed*** option marked (*default setting*).

9.2. Sounds

Within the ***Sounds*** dialog you can specify whether you want to be informed about specific AVG actions by a sound notification. If so, check the ***Enable sound events*** option (*off by default*) to activate the list of AVG actions:



Then, select the respective event from the list and browse (***Browse***) your disk for an appropriate sound you want to assign to this event. To listen to the selected sound, highlight the event in the list and push the ***Play*** button. Use the ***Delete*** button to remove the sound assigned to a specific event.

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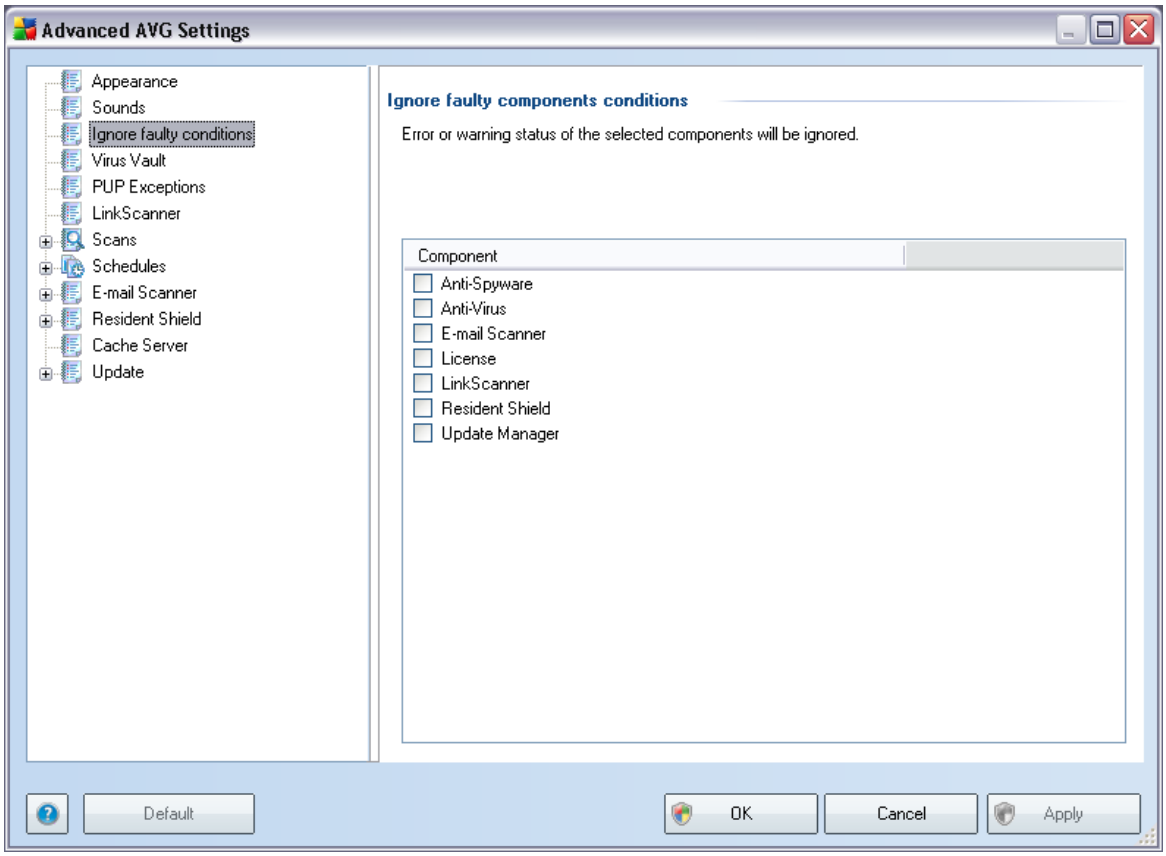
Note: *Only *.wav sounds are supported!*

9.3. Ignore Faulty Conditions

In the ***Ignore faulty components conditions*** dialog you can tick those components that you do not want to get informed about:



By default, no component is selected in this list. It means that if any component get to an error status, you will be informed about it immediately via:

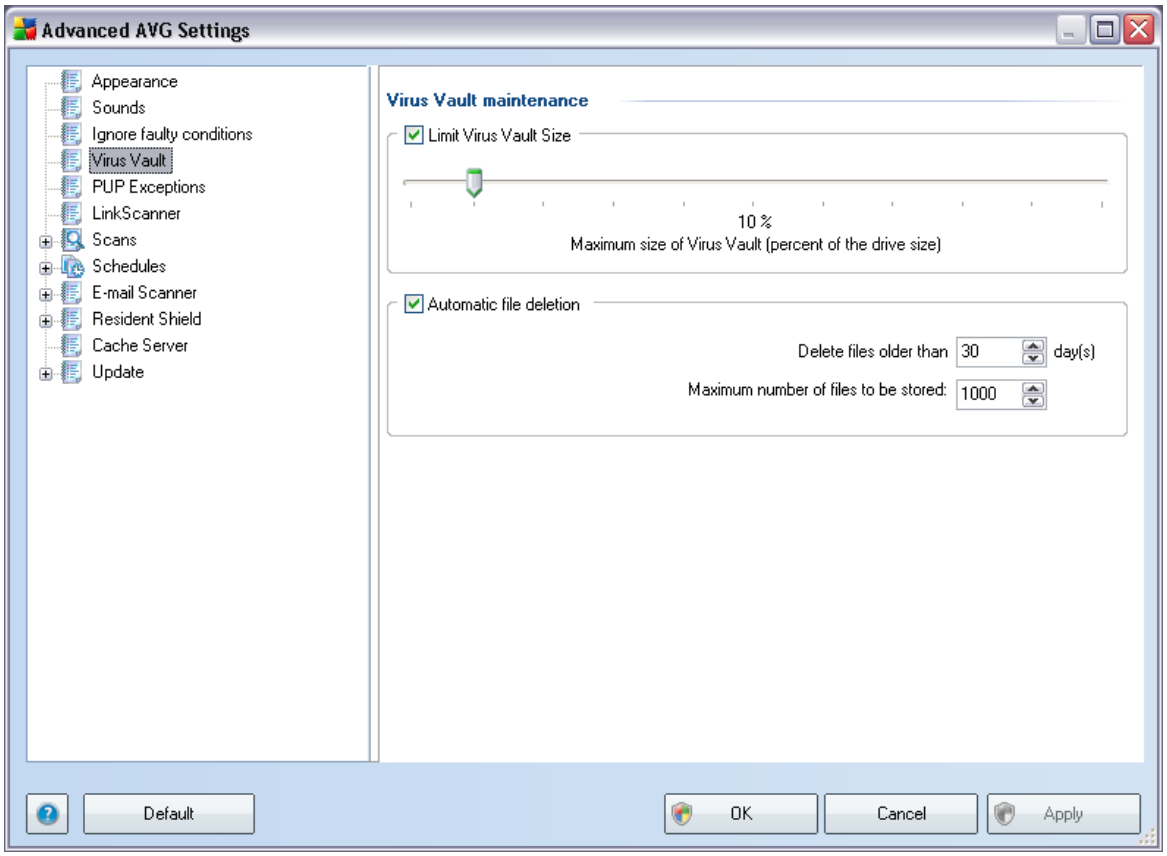
- ***system tray icon*** - while all parts of AVG are working properly, the icon is displayed in four colors; however, if an error occurs, the icon appears with a yellow exclamation mark,
- text description of the existing problem in the ***Security Status Info*** section of the AVG main window

There might be a situation that for some reason you need to switch a component off temporarily (*this is not recommended, you should try to keep all components permanently on and in default configuration, but it may be happen*). In that case the system tray icon automatically reports the component's error status. However, in this very case we cannot talk about an actual error since you have deliberately induced it yourself, and you are aware of the potential risk. At the same time, once being

displayed with the exclamation mark, the icon cannot actually report any possible further error that might appear.

For this situation, within the above dialog you can select components that may be in an error state (*or switched off*) and you do not wish to get informed about it. The same option of ***Ignoring component state*** is also available for specific components directly from the components overview in the AVG main window.

9.4. Virus Vault



The ***Virus Vault maintenance*** dialog allows you to define several parameters regarding the administration of objects stored in the ***Virus Vault***:

- ***Limit Virus Vault size*** - use the slider to set up the maximum size of the ***Virus Vault***. The size is specified proportionally compared to the size of your local disk.
- ***Automatic file deletion*** - in this section define the maximum length of time that objects should be stored in the ***Virus Vault*** (***Delete files older than ... days***), and the maximum number of files to be stored in the ***Virus Vault*** (***Maximum number of files to be stored***)

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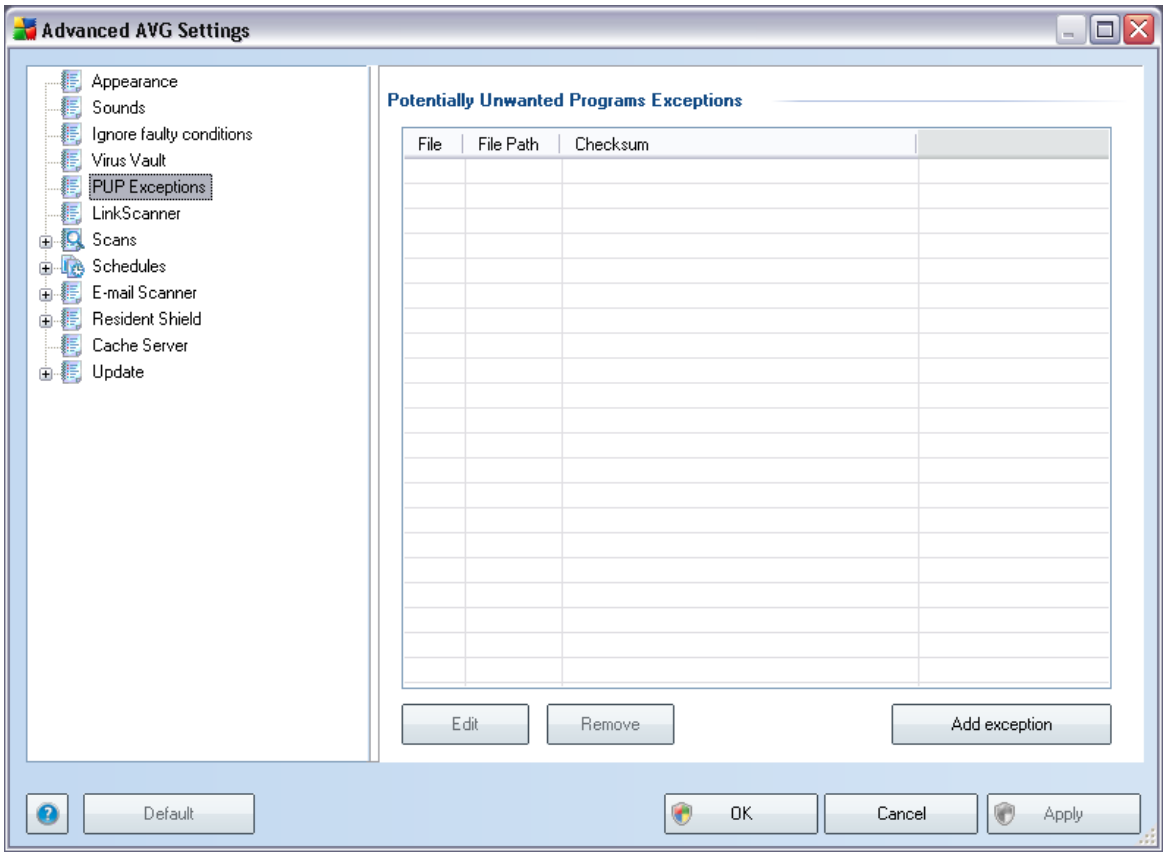
9.5. PUP Exceptions

AVG 9 Free is able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. In some cases the user may wish to keep certain unwanted programs on the computer (*programs that were installed on purpose*). Some programs, especially free ones, include adware. Such adware might be detected and reported by AVG as a ***potentially unwanted program***. If you wish to keep such a program on your computer, you can define it as a potentially unwanted program exception:



The ***Potentially Unwanted Programs Exceptions*** dialog displays a list of already defined and currently valid exceptions from potentially unwanted programs. You can edit the list, delete existing items, or add new exceptions. The following information can be found in the list for every single exception:

- ***File*** - provides the name of the respective application
- ***File Path*** - shows the way to the application's location
- ***Checksum*** - displays the unique 'signature' of the chosen file. This checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The checksum is generated and displayed after successful addition of the file.

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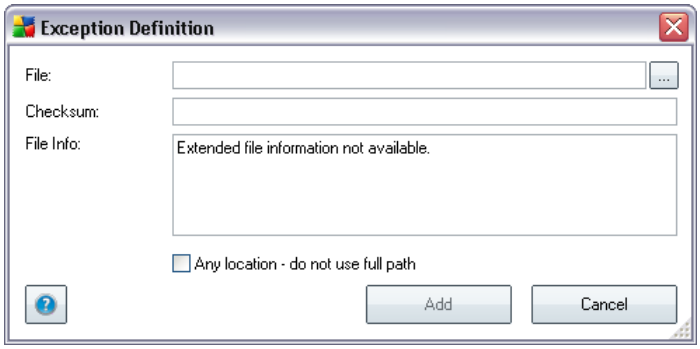
Control buttons

- ***Edit*** - opens an editing dialog (*identical with the dialog for a new exception definition, see below*) of an already defined exception where you can change the exception's parameters
- ***Remove*** - deletes the selected item from the list of exceptions
- ***Add exception*** - open an editing dialog where you can define parameters of the new exception to be created:



  - ***File*** - type the full path to the file that you want to mark as an exception
  - ***Checksum*** - displays the unique 'signature' of the chosen file. This checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The checksum is generated and displayed after successful addition of the file.
  - ***File Info*** - displays any additional information available about the file (*license/version information etc.*)
  - ***Any location - do not use full path*** - if you want to define this file as an exception only for the specific location, then leave this checkbox unchecked

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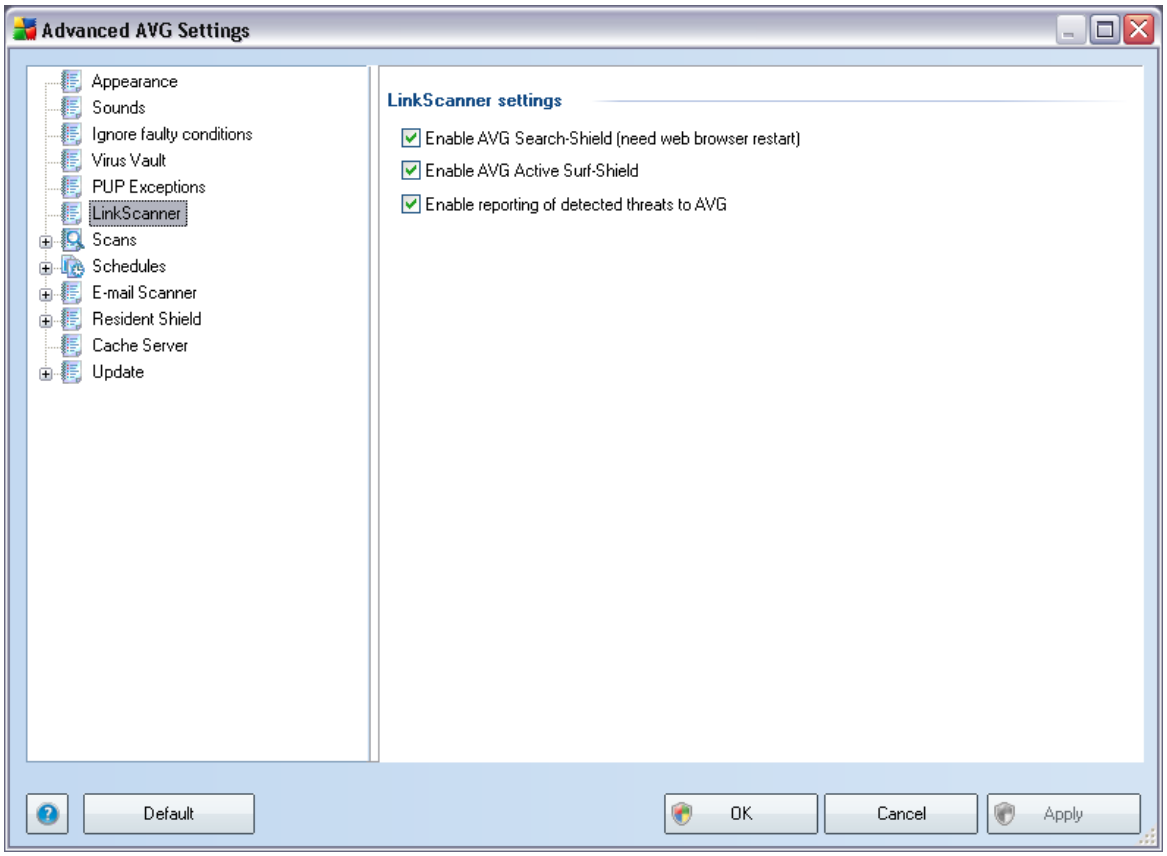
9.6. Link Scanner

The ***LinkScanner settings*** dialog allows you to switch on/off the elementary features of the ***LinkScanner***:



- ***Enable AVG Search-Shield*** - (*on by default*): advisory notifying icons on searches performed in Google, Yahoo!, WebHledani, Yandex, Baidu, Bing, AOL, AltaVista, EarthLink, Ask, Seznam, eBay, Twitter, Digg, or SlashDot having checked ahead the content of sites returned by the search engine.
- ***Enable AVG Active Surf-Shield*** - (*on by default*): active (*real-time*) protection against exploitive sites as they are accessed. Known malicious site connections and their exploitive content is blocked as they are accessed by the user via a web browser (*or any other application that uses HTTP*).
- ***Enable reporting of detected threats to AVG*** - (*on by default*): mark this item to allow back reporting of exploits and bad sites found by users either via ***AVG Active Surf-Shield*** or ***AVG Search-Shield*** to feed the database collecting information on malicious activity on the web.

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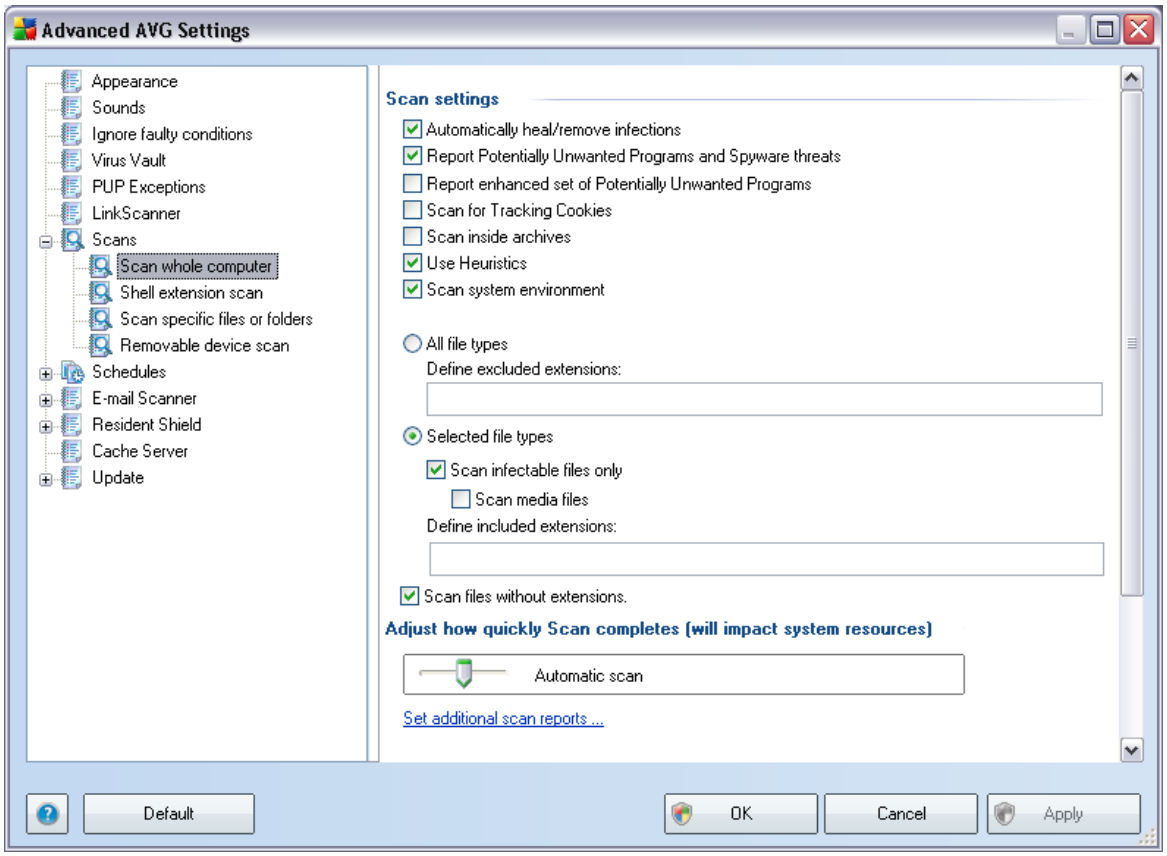
9.7. Scans

The advanced scan settings is divided into three categories referring to specific scan types as defined by the software vendor:

- ***Scan Whole Computer*** - standard predefined scan of the entire computer
- ***Shell Extension Scan*** - specific scanning of a selected object directly from the Windows Explorer environment
- ***Scan Specific Files or Folders*** - standard predefined scan of selected areas of your computer
- ***Removable Device Scan*** - specific scanning of removable devices attached to your computer

9.7.1. Scan Whole Computer

The ***Scan whole computer*** option allows you to edit parameters of one of the scans predefined by the software vendor, ***Scan of the whole computer***:



Scan settings

The ***Scan settings*** section offers a list of scanning parameters that can be optionally switched on/off:

- ***Automatically heal/remove infection*** - (*on by default*): if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the ***Virus Vault***, or deleted.

- ***Report Potentially Unwanted Programs and Spyware threats*** - (*on by default*): check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** - (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** - this parameter of the Anti-Spyware component defines that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)

- ***Scan inside archives*** - this parameters defines that scanning should check all files even those stored inside archives, e.g. ZIP, RAR, ...

- ***Use Heuristics*** - heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** - scanning will also check the system areas of your computer.

Further you should decide whether you want to have scanned

- ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned; or

- ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

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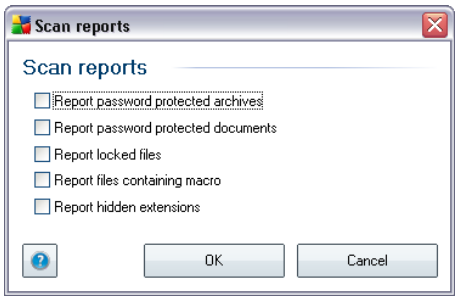
- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

Scan process priority

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources usage by extending the scanning duration.

Set additional scan reports ...

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



9.7.2. Shell Extension Scan

Similar to the previous ***Scan whole computer*** item, this item named ***Shell extension scan*** also offers several options for editing the scan predefined by the software vendor. This time the configuration is related to scanning of specific objects launched directly from the Windows Explorer environment (*shell extension*), see chapter ***Scanning in Windows Explorer***:

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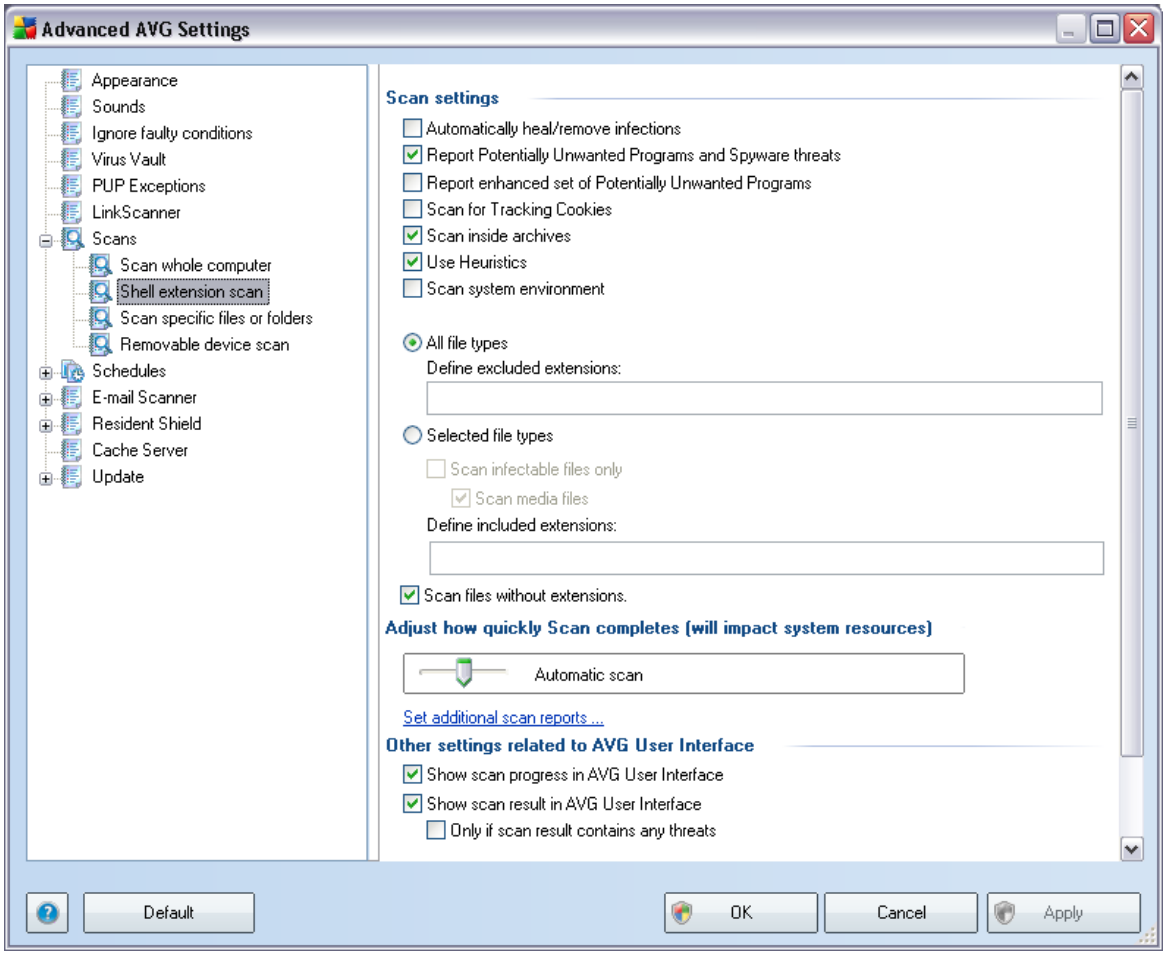

The list of parameters is identical to those available for the ***Scan of the whole computer***. However, the default settings differ: with the ***Scan of the Whole Computer*** most parameters are selected while for the ***Shell extension scan*** (***Scanning in Windows Explorer***) only the relevant parameters are switched on.

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Scan Whole Computer****.*

Compared to ***Scan whole computer*** dialog, the ***Shell extension scan*** dialog also includes the section named ***Other settings related to AVG User Interface***, where you can specify whether you want the scan progress and scan results to be accessible from the AVG user interface. Also, you can define that the scan result should only be displayed in case an infection is detected during scanning.

9.7.3. Scan Specific Files or Folders

The editing interface for ***Scan specific files or folders*** is identical to the ***Scan Whole Computer*** editing dialog. All configuration options are the same; however, the default settings are more strict for the ***Scan of the whole computer***:

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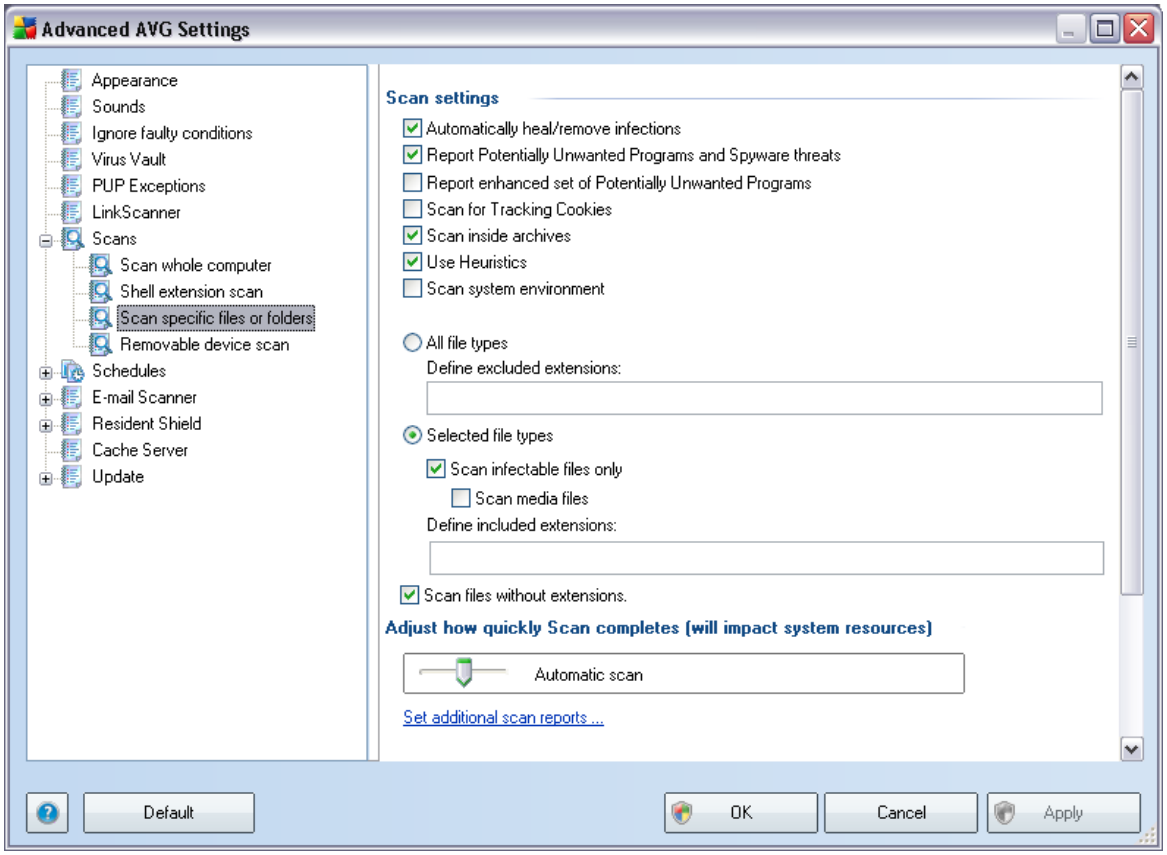

All parameters set up in this configuration dialog apply only to the areas selected for scanning with the ***Scan of specific files or folders***!

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Scan Whole Computer****.*

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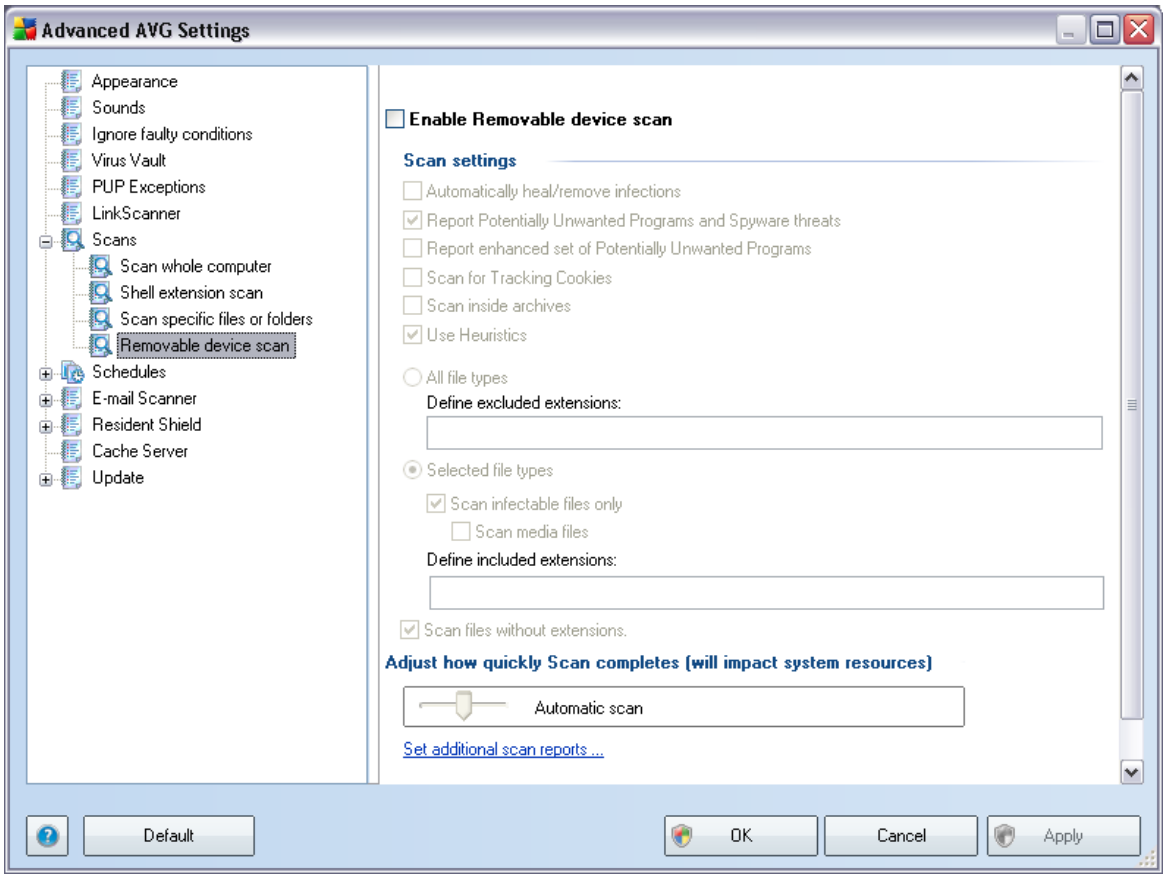
9.7.4. Removable Device Scan

The editing interface for ***Removable device scan*** is also very similar to the ***Scan Whole Computer*** editing dialog:



The ***Removable device scan*** is launched automatically once you attach any removable device to your computer. By default, this scanning is switched off. However, it is crucial to scan removable devices for potential threats since these are a major source of infection. To have this scanning ready and launched automatically when needed, mark the ***Enable Removable device scan*** option.

Note: *For a description of specific parameters please consult the chapter* ***AVG Advanced Settings / Scans / Scan Whole Computer****.*

9.8. Schedules

In the ***Schedules*** section you can edit the default settings of:

- Scheduled scan
- Virus database update schedule
- Program update schedule

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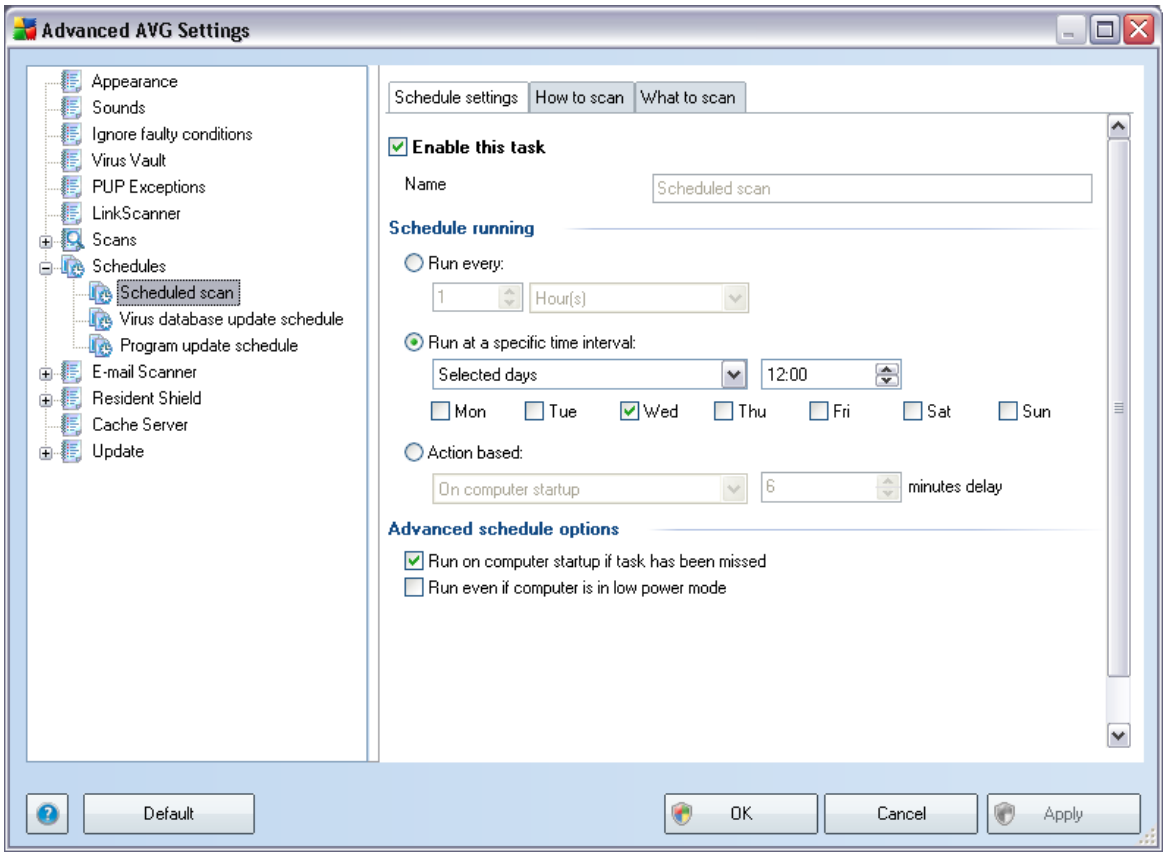
9.8.1. Scheduled Scan

Parameters of the scheduled scan can be edited on three tabs:



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Next, in the text field called ***Name*** there is the name assigned to this very schedule by the program vendor (it is not possible to change this name).

In this dialog you can further define the following parameters of the scan:

Schedule running

Here, you can specify time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time interval ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

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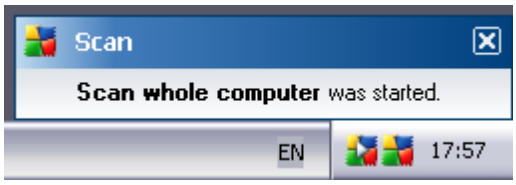
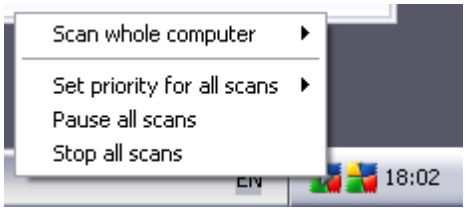
Advanced schedule options

This section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon:



A new AVG system tray icon then appears (*in full color with a white arrow - see picture above*) informing a scheduled scan is running. Right-click on the running scan AVG icon to open a context menu where you can decide to pause or even stop the running scan, and also change the priority of the currently running scan:



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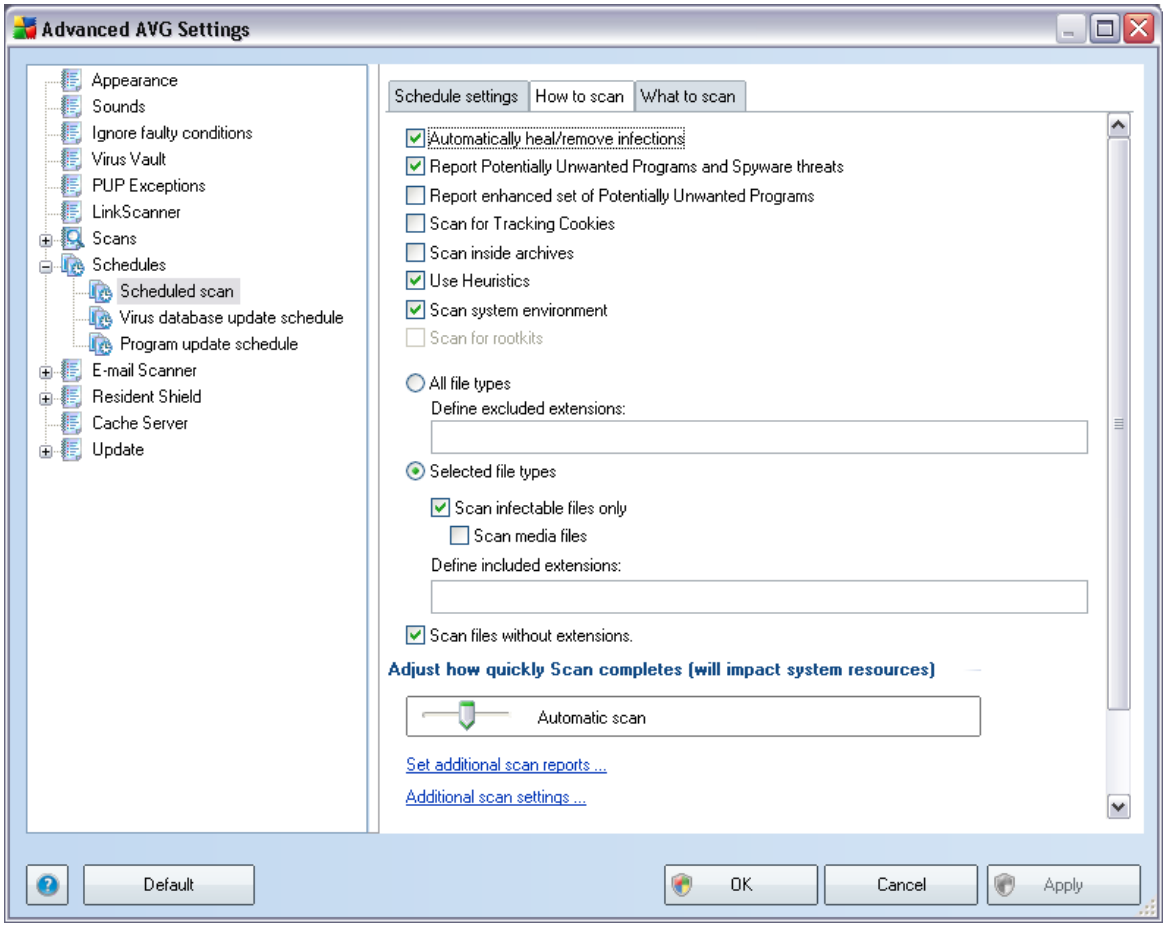


On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep the predefined configuration:

- ***Automatically heal/remove infection*** - (*on by default*): if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the ***Virus Vault***, or deleted.

    - ***Report Potentially Unwanted Programs and Spyware threats*** - (*on by default*): check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** - (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer

security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** - (*switched on, by default*): this parameter of the Anti-Spyware component defines that cookies should be detected during scanning; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)

- ***Scan inside archives*** - (*switched on, by default*): this parameter defines the scanning should check all files even if they are stored inside an archive, e.g. ZIP, RAR, ...

- ***Use Heuristics*** - (*switched on, by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** - (*switched on, by default*): scanning will also check the system areas of your computer;

Further you should decide whether you want to have scanned

  - ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned; or

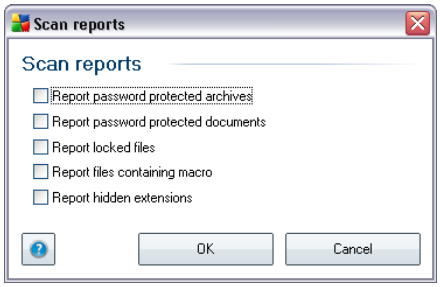
  - ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

  - Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

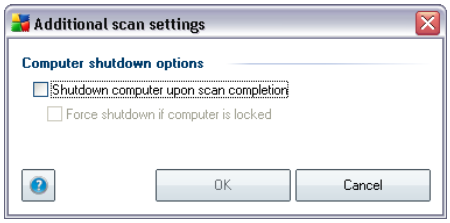
Scan process priority

Within the ***Scan process priority*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option is set to the medium level of automatic resource usage. If you want the scanning to run faster, it will take less time but the system resources usage will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease the system resources usage by extending the scanning duration.

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:



Click the ***Additional scan settings ...*** to open a new ***Computer shutdown options*** dialog where you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).



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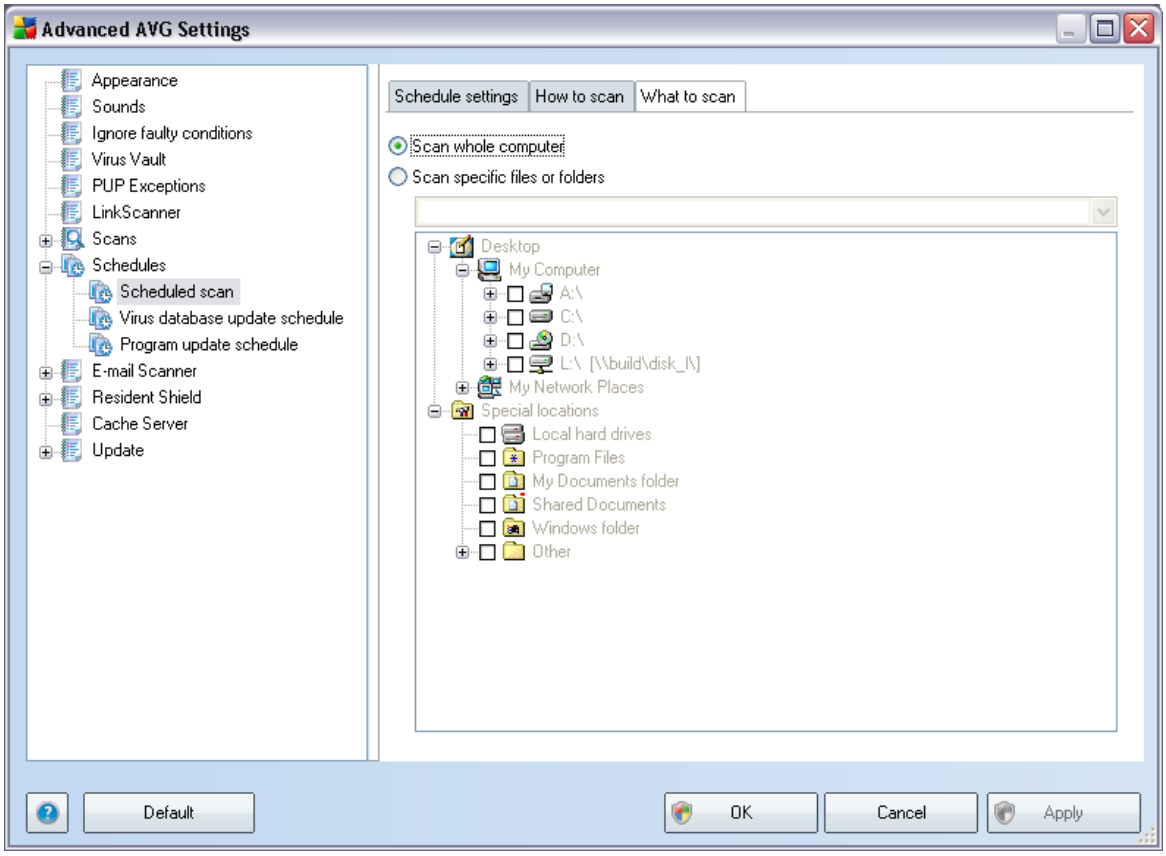

On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. If you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify the folders to be scanned.

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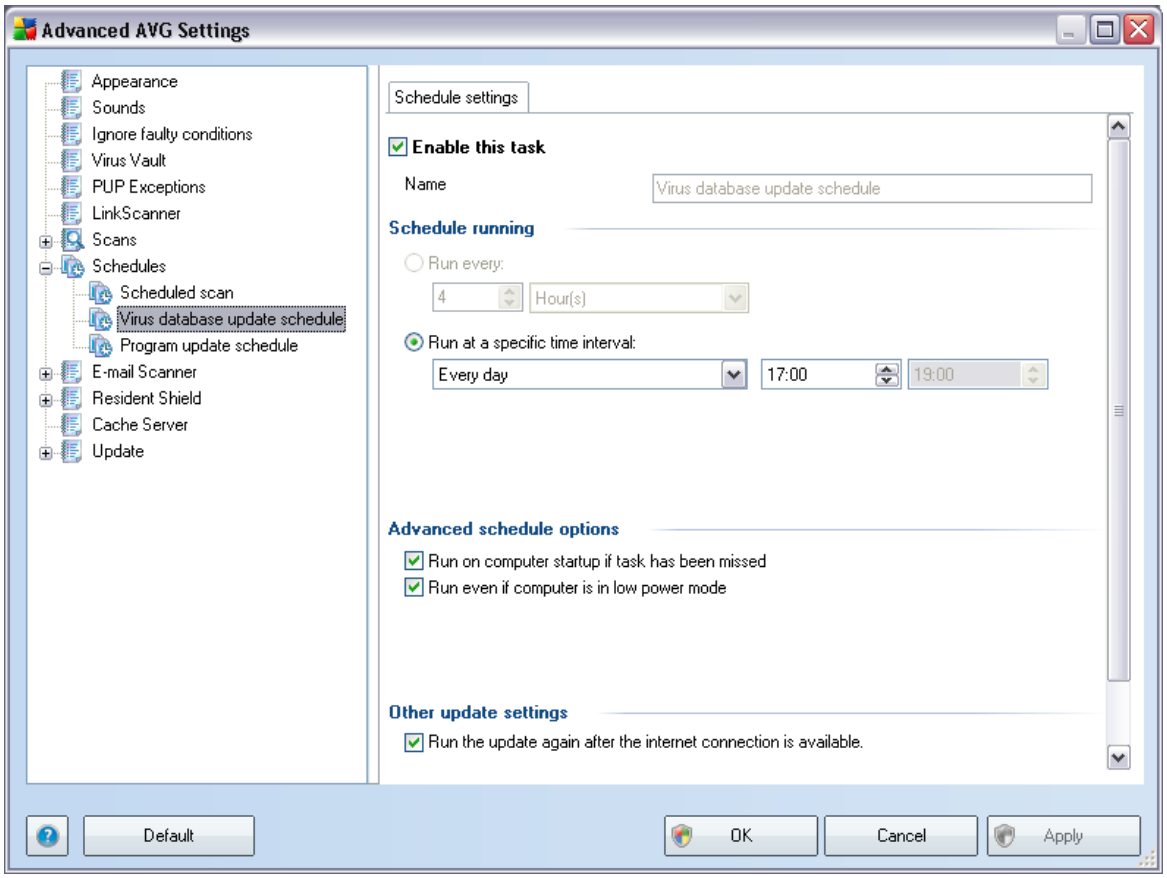
9.8.2. Virus Database Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled virus database update temporarily, and switch it on again as the need arises.

The basic virus database update scheduling is covered within the ***Update Manager*** component. Within this dialog you can set up some detailed parameters of the virus database update schedule:

Next, in the text field called ***Name*** there is the name assigned to this very schedule by the program vendor (it is not possible to change this name).

Schedule running

In this section, specify the time intervals for the newly scheduled virus database update launch. The timing can only be done by defining an exact date and time (***Run at specific time interval ...***).

Advanced schedule options

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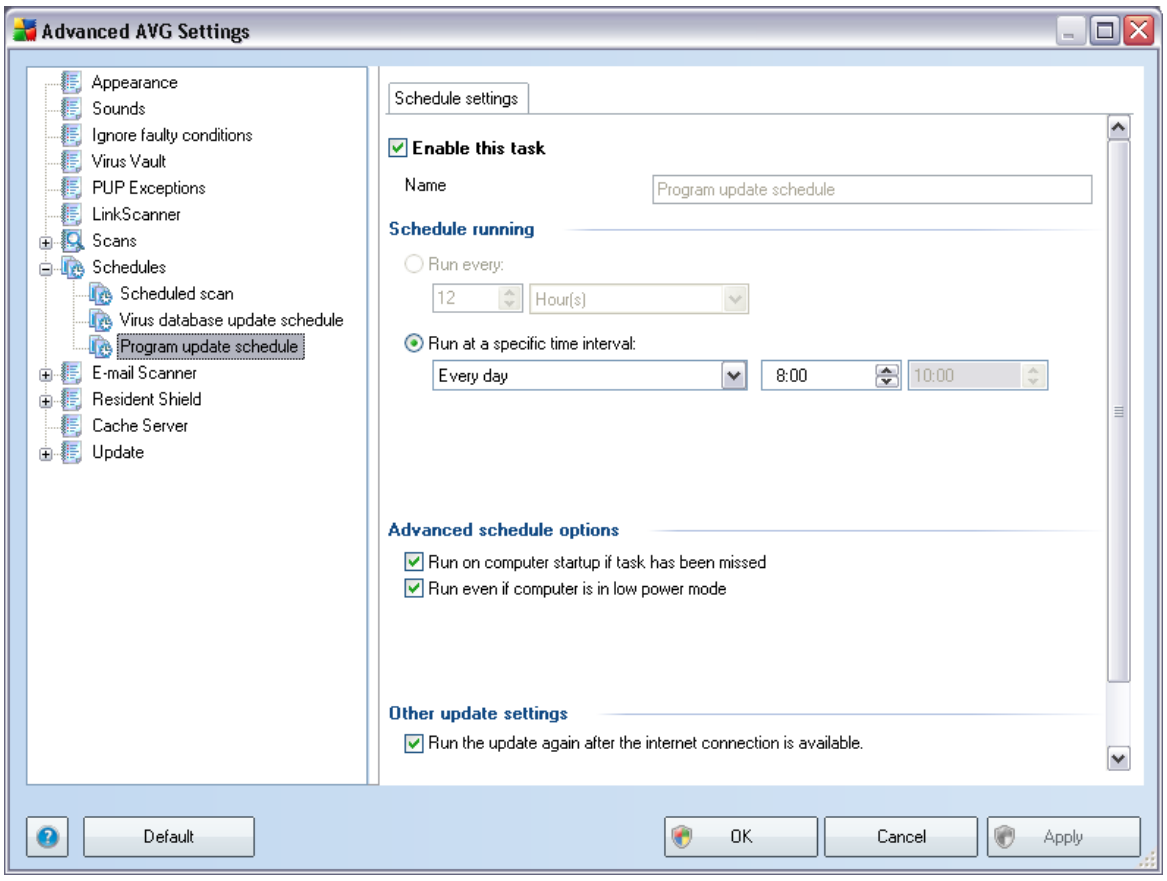
This section allows you to define under which conditions the virus database update should/should not be launched if the computer is in low power mode or switched off completely.

Other update settings

Finally, check the ***Run the update again after the Internet connection is available*** option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

9.8.3. Program Update Schedule



On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled program update temporarily, and switch it on again as the need arises.

Next, in the text field called ***Name*** there is the name assigned to this very schedule by the program vendor (it is not possible to change this name).

Schedule running

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Here, specify the time intervals for the newly scheduled program update launch. The timing can only be done by defining an exact date and time (***Run at specific time interval ...***).

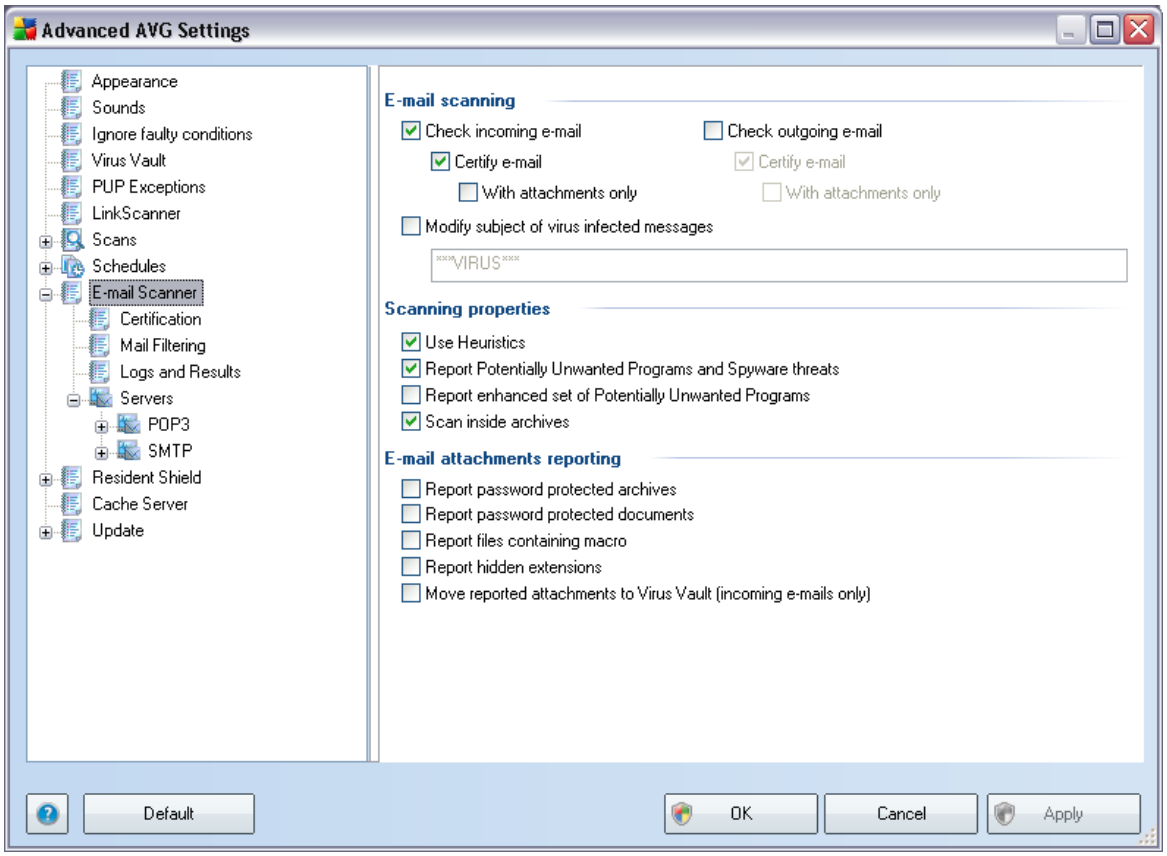
Advanced schedule options

This section allows you to define under which conditions the program update should/ should not be launched if the computer is in low power mode or switched off completely.

Other update settings

Check the ***Run the update again after the Internet connection is available*** option to make sure than if the internet connection gets corrupted and the update process fails, it will be launched again immediately after the internet connection is restored.

9.9. E-mail Scanner



The ***E-mail Scanner*** dialog is divided into three sections:

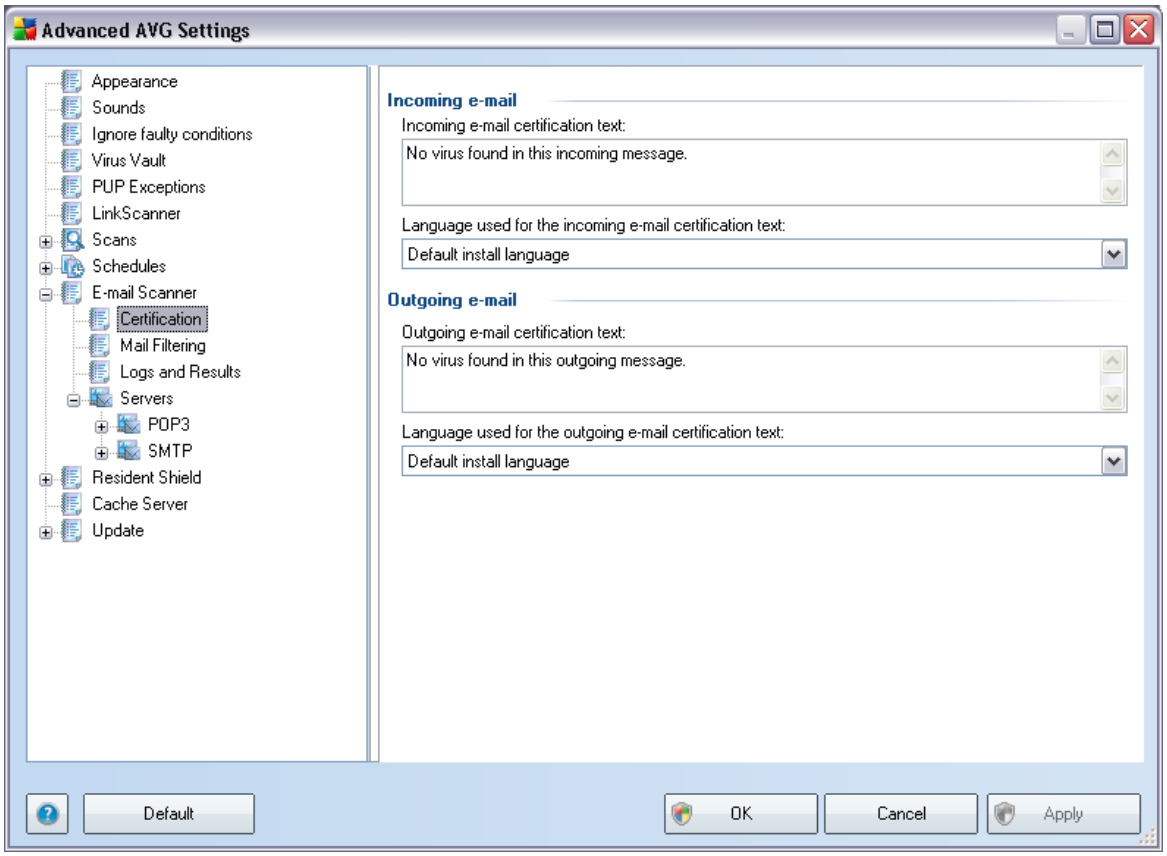
- ***E-mail scanning*** - in this section select whether you want to scan the

incoming/outgoing e-mail messages and whether all e-mails should be certified or only e-mails with attachments (e-*mail virus-free certification is not supported in HTML/RTF format*). Additionally you can choose if you want AVG to modify the subject for messages that contain potential viruses. Tick the ***Modify subject of virus infected messages*** checkbox and change the text respectively (*default value is* ***VIRUS***).

- ***Scanning properties*** - specify whether the heuristic analysis method should be used during scanning (***Use heuristic***), whether you want to check for the presence of potentially unwanted programs (***Report Potentially Unwanted Programs and Spyware Threats***, ***Report enhanced set of Potentially Unwanted Programs***), and whether archives should be scanned too (***Scan inside archives***).

- ***E-mail attachments reporting*** - specify whether you wish to be notified via e-mail about password protected archives, password protected documents, macro containing files and/or files with hidden extension detected as an attachment of the scanned e-mail message. If such a message is identified during scanning, define whether the detected infectious object should be moved to the ***Virus Vault***.

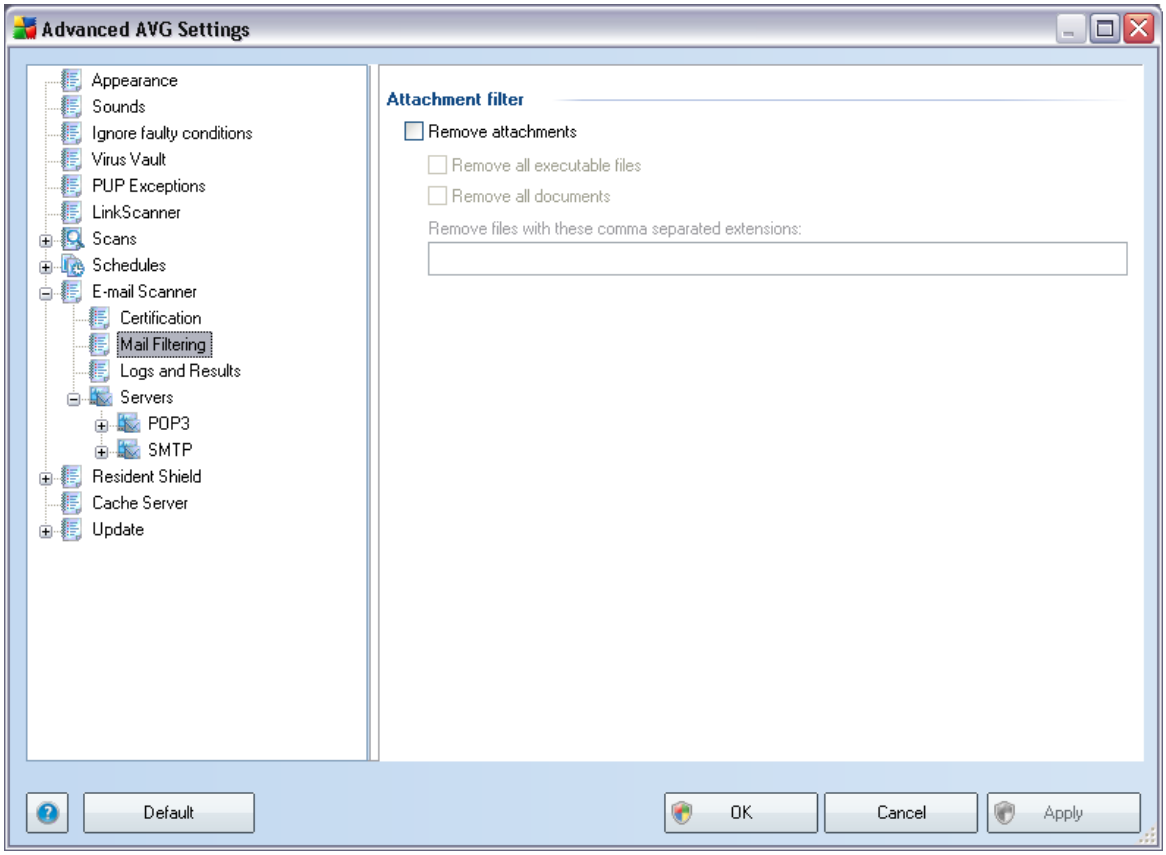
9.9.1. Certification



In the ***Certification*** dialog you can specify exactly what text the certification note

should contain, and in what language. This should be specified separately for ***Incoming mail*** and ***Outgoing mail***.

9.9.2. Mail Filtering



The ***Attachment filter*** dialog allows you to set up parameters for e-mail messages attachment scanning. By default, the ***Remove attachments*** option is switched off. If you decide to activate it, all e-mail message attachments detected as infectious or potentially dangerous will be removed automatically. If you want to define specific types of attachments that should be removed, select the respective option:

- ***Remove all executable files*** - all *.exe files will be deleted
- ***Remove all documents*** - all *.doc, *.xls, ... files will be deleted
- ***Remove files with these comma separated extensions*** - will remove all files with the defined extensions

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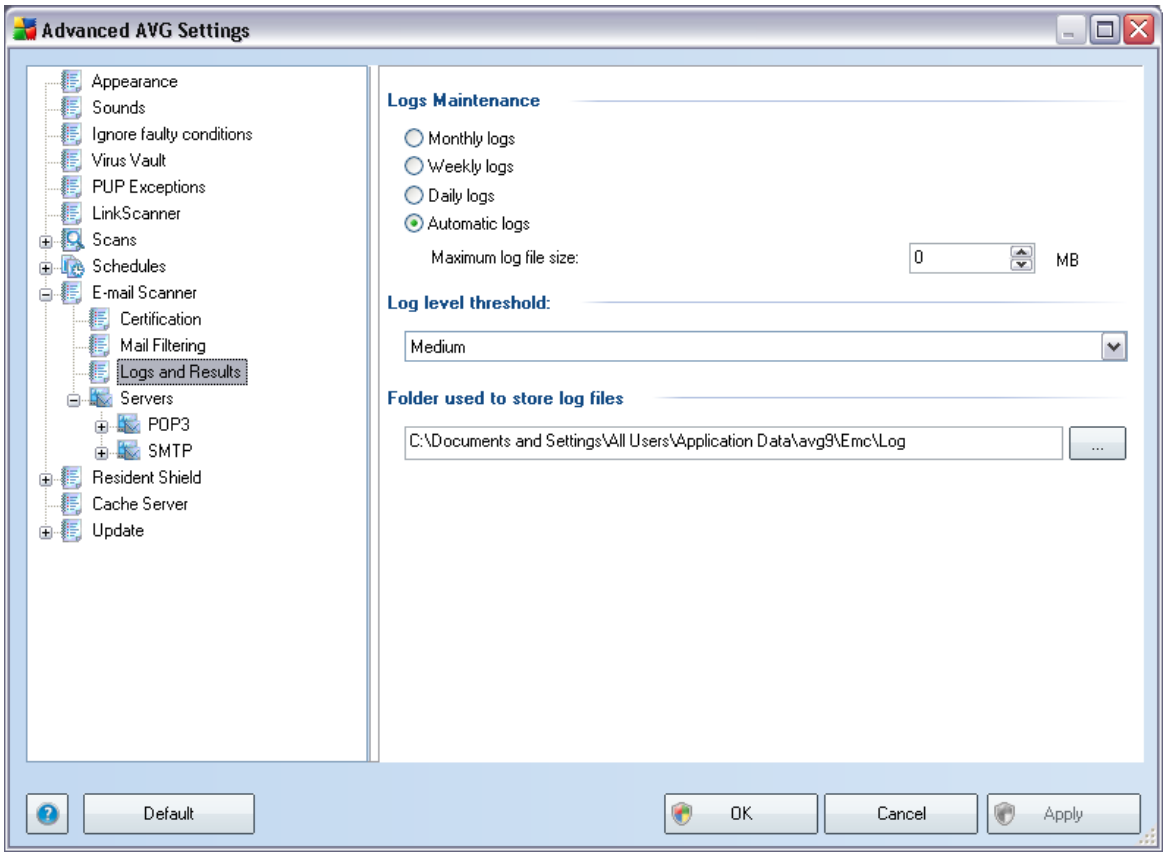
9.9.3. Logs and Results



The dialog opened via the ***Logs and Results*** navigation item allows you to specify parameters for e-mail scanning results maintenance. The dialog is divided into several sections:

- ***Logs Maintenance*** - define whether you want to log e-mail scanning information daily, weekly, monthly, ... ; and also specify the maximum size of the log file (*in MB*)
- ***Log level threshold*** - the medium level is set up by default - you can select a lower level (*logging elementary connection information*) or higher level (*logging of all traffic*)
- ***Folder used to store log files*** - define where the log file should be located

9.9.4. Servers

In the ***Servers*** section you can edit parameters of the ***E-mail Scanner*** component servers, or set up a new server using the ***Add new server*** button (alternatively, you can right-click the ***Servers*** item in the tree-arranged navigation on the left and select ***New server*** in the triggered context menu).

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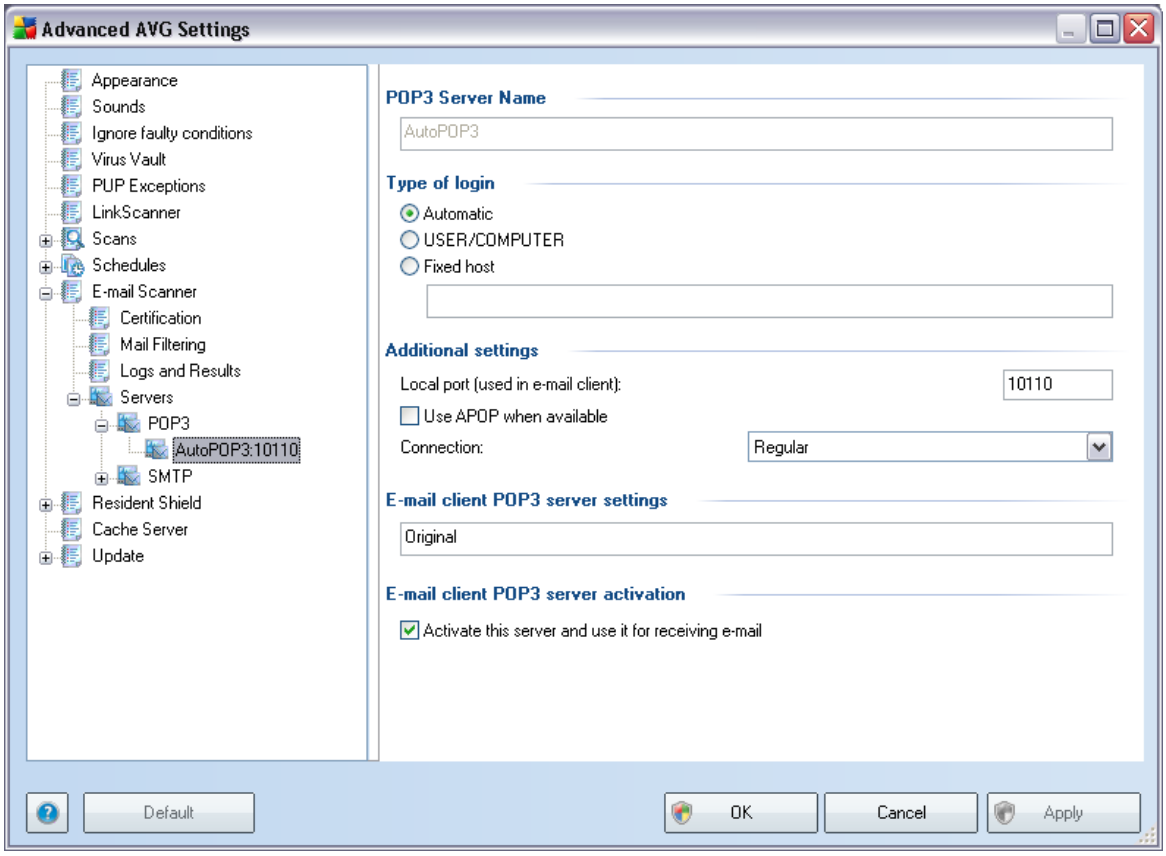

In this dialog (opened via ***Servers / POP3***) you can set up a new ***E-mail Scanner*** server using the POP3 protocol for incoming mail:

- ***POP3 Server Name*** - type in the name of the server or keep the AutoPOP3 default name
- ***Type of login*** - defines the method for determining the mail server used for incoming mail:
    - ***Automatic*** - Login will be carried out automatically, according to your e-mail client settings.
    - ***USER/COMPUTER*** - the simplest and the most frequently used method for determining the destination mail server is the proxy method. To use this method, specify the name or address (or also the port) as part of the login user name for the given mail server, separating them with the / character. For example, for the account user1 on the server pop.acme.com and the port 8200 you would use user1/pop.acme.com:8200 for the login name.
    - ***Fixed host*** - In this case, the program will always use the server specified here. Please specify the address or name of your mail server.

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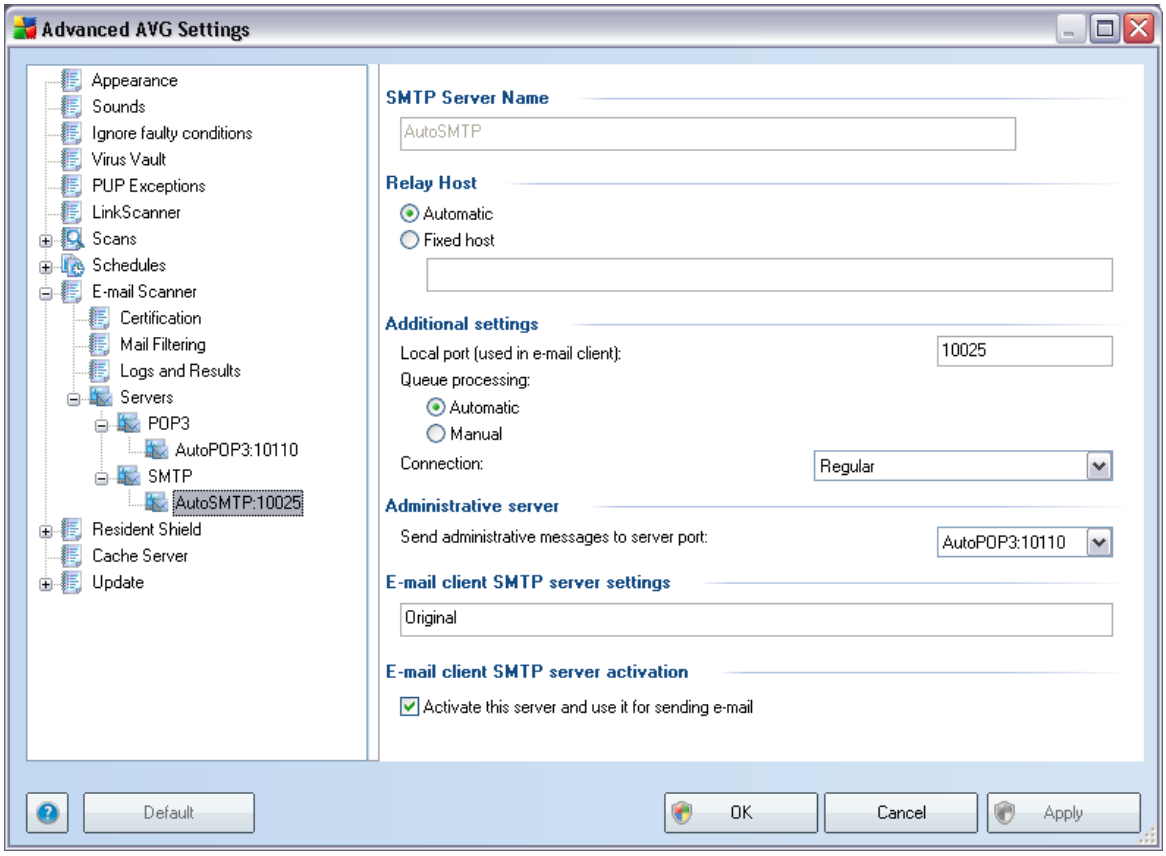
The login name remains unchanged. For a name, you may use a domain name (for example, pop.acme.com) as well as an IP address (for example, 123.45.67.89). If the mail server uses a non-standard port, you can specify this port after the server name by using a colon as the delimiter (for example, pop.acme.com:8200). The standard port for POP3 communication is 110.

- ***Additional settings*** - specifies more detailed parameters:
  - ***Local port*** - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for POP3 communication.
  - ***Use APOP when available*** - this option provides more secure mail server login. This makes sure that the ***E-mail Scanner*** uses an alternative method of forwarding the user account password for login, sending the password to the server not in an open, but in an encrypted format using a variable chain received from the server. Naturally, this feature is available only when the destination mail server supports it.
  - ***Connection*** - in the drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is also only available when the destination mail server supports it.
- ***E-mail client POP3 server settings*** - provides brief information on the configuration settings required to correctly configure your e-mail client (so that the ***E-mail Scanner*** will check all incoming mail). This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.
- ***E-mail client POP3 server activation*** - check/uncheck this item to activate or deactivate the specified POP3 server



In this dialog (opened via ***Servers / SMTP***) you can set up a new ***E-mail Scanner*** server using the SMTP protocol for outgoing mail:

- ***SMTP Server Name*** - type in the name of the server or keep the AutoSMTP default name
- ***Relay Host*** - defines the method for determining the mail server used for outgoing mail:
    - ***Automatic*** - login will be carried out automatically, according to your e-mail client settings
    - ***Fixed host*** - in this case, the program will always use the server specified here. Please specify the address or name of your mail server. You may use a domain name (for example, smtp.acme.com) as well as an IP address (for example, 123.45.67.89) for a name. If the mail server uses a non-standard port, you can type this port behind the server name using a colon as the delimiter (for example, smtp.acme.com:8200). The standard port for SMTP communication is 25.
- ***Additional settings*** - specifies more detailed parameters:

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- ***Local port*** - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for SMTP communication.

- ***Queue processing*** - determines the behavior of the ***E-mail Scanner*** when processing the requirements for sending mail messages:

  - Automatic - the outgoing mail is immediately delivered (sent) to the target mail server

  - Manual - the message is inserted into the queue of outgoing messages and sent later

- ***Connection*** - in this drop-down menu, you can specify which kind of connection to use (regular/SSL/SSL default). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is available only when the destination mail server supports it.

- ***Administrative server*** - shows the number of the port of the server that will be used for the reverse delivery of administration reports. These messages are generated, for example, when the target mail server rejects the outgoing message or when this mail server is not available.

- ***E-mail client SMTP server settings*** - provides information on how to configure the client mail application so that outgoing mail messages are checked using the currently modified server for checking the outgoing mail. This is a summary based on the corresponding parameters specified in this dialog and other related dialogs.

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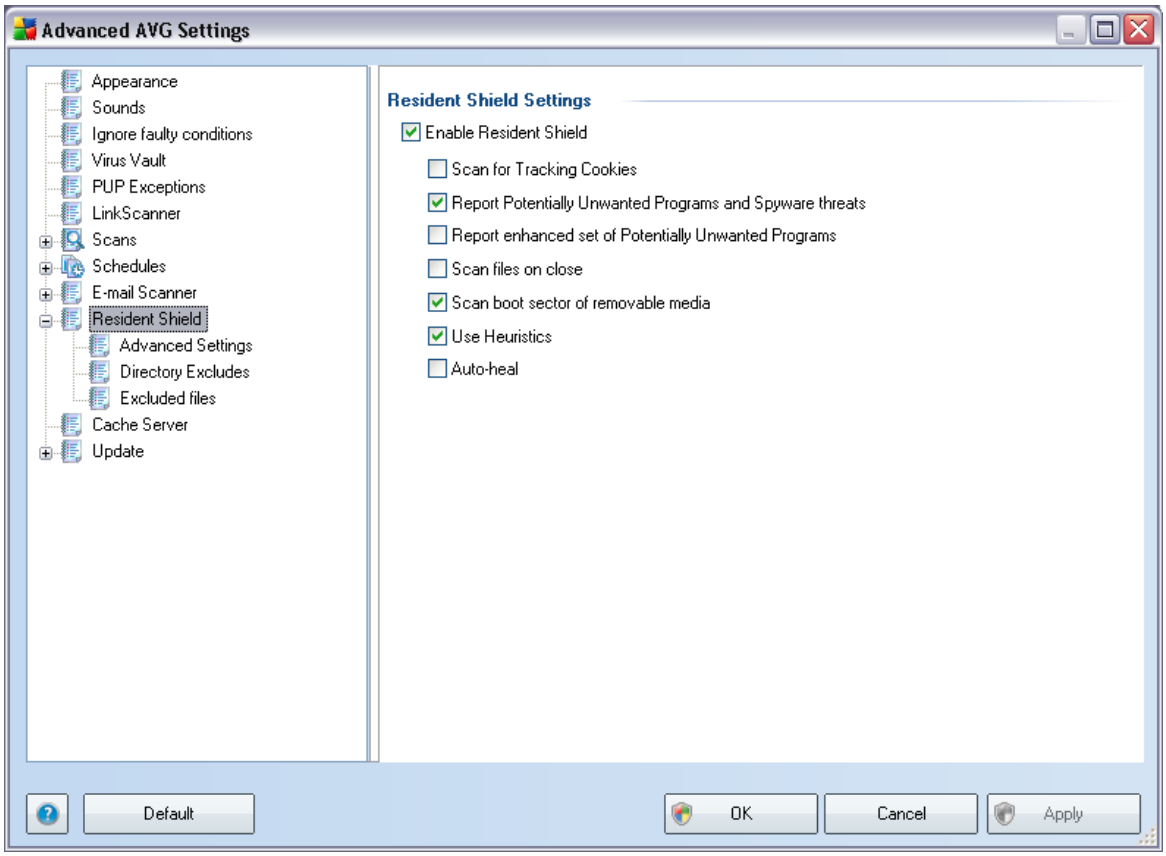
9.10. Resident Shield

The ***Resident Shield*** component performs live protection of files and folders against viruses, spyware and other malware.



In the ***Resident Shield Settings*** dialog you can activate or deactivate the ***Resident Shield*** protection completely by checking/unchecking the ***Enable Resident Shield*** item (*this option is switched on by default*). In addition you can select which ***Resident Shield*** features should be activated:

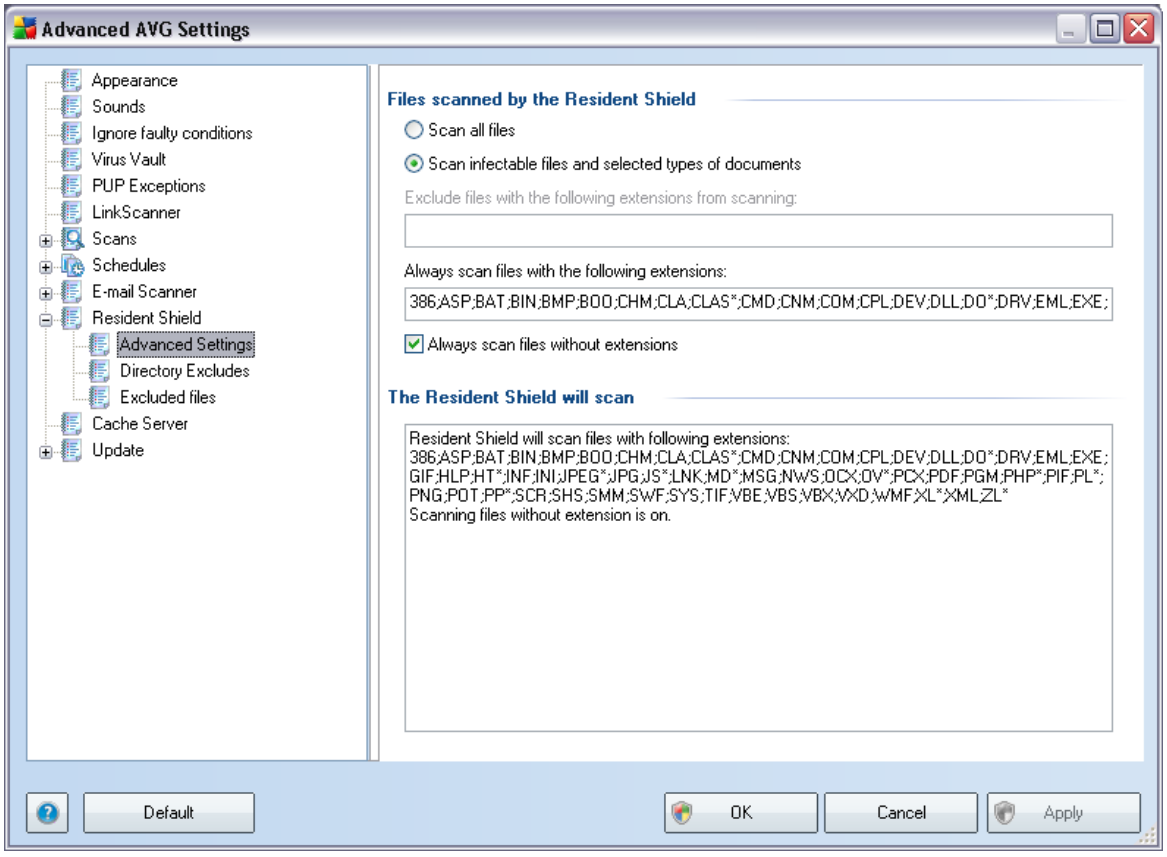
- ***Scan for Tracking cookies*** - (*on by default*):this parameter defines that cookies should be detected during scanning. (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*)
- ***Report Potentially Unwanted Programs and Spyware threats*** - (*on by default*): check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.
- ***Report enhanced set of Potentially Unwanted Programs*** - (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok

and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan files on close*** - (*on by default*): on-close scanning ensures that AVG scans active objects (e.g. applications, documents ...) when they are being opened, and also when they are being closed; this feature helps you protect your computer against some types of sophisticated virus.
- ***Scan boot sector of removable media*** - (*on by default*)
- ***Use Heuristics*** - (*on by default*): heuristic analysis will be used for detection (*dynamic emulation of the scanned object's instructions in a virtual computer environment*)
- ***Auto-heal*** - (*on by default*): any detected infection will be healed automatically if there is a cure available

9.10.1. Advanced Settings

In the ***Files scanned by the Resident Shield*** dialog it is possible to configure which files will be scanned (*by specific extensions*):



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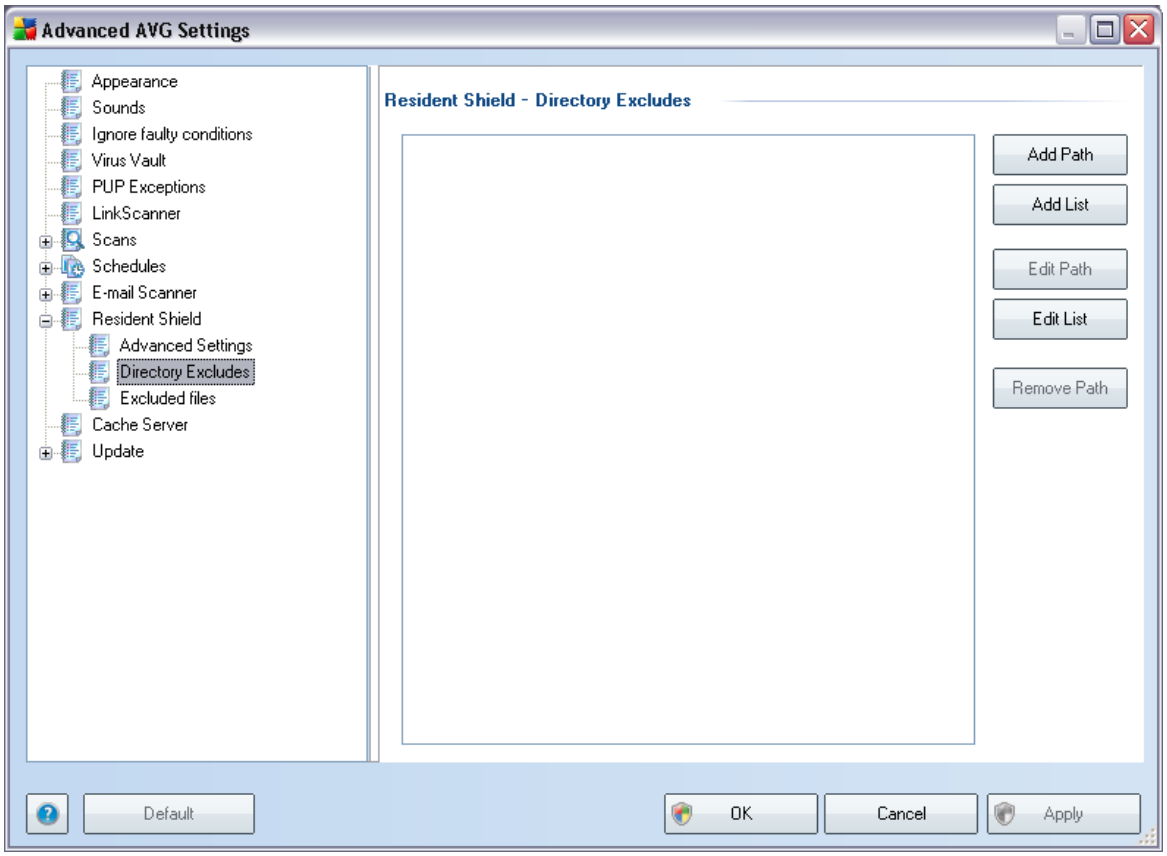
Decide whether you want all files to be scanned or just infectable files - if so, you can further specify a list of extensions defining files that should be excluded from scanning, and also a list of file extensions defining files that must be scanned under all circumstances.

9.10.2. Directory Exludes



The ***Resident Shield - Directory Excludes*** dialog offers the possibility of defining folders that should be excluded from the ***Resident Shield*** scanning.

If this is not essential, we strongly recommend not excluding any directories!

The dialog provides the following control buttons:

- ***Add path*** – specify directories to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Add list*** – allows you to enter a whole list of directories to be excluded from the ***Resident Shield*** scanning
- ***Edit path*** – allows you to edit the specified path to a selected folder
- ***Edit list*** – allows you to edit the list of folders

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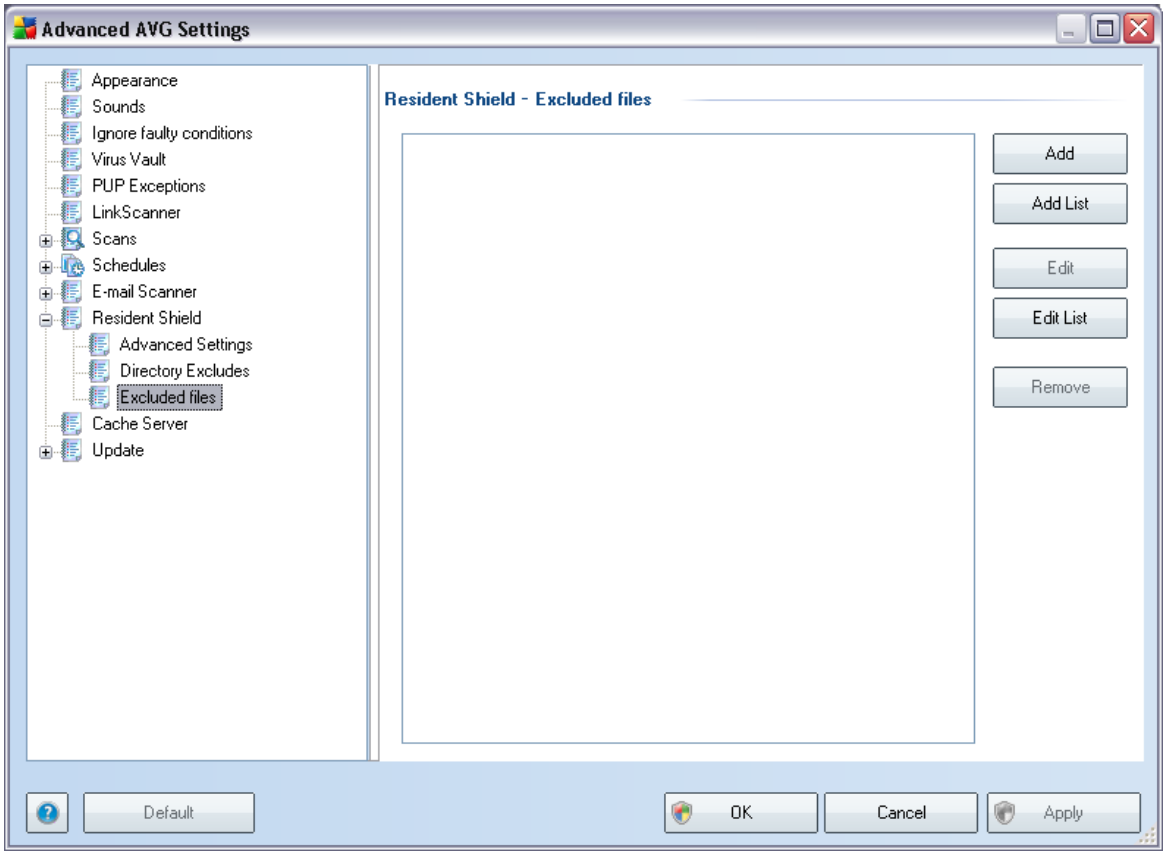
- ***Remove path*** – allows you to delete the path to a selected folder from the list

9.10.3. Excluded Files



The ***Resident Shield - Excluded files*** dialog behaves just like the previously described ***Resident Shield - Directory Excludes*** but instead of folders you can now define specific files that should be excluded from the ***Resident Shield*** scanning.

If this is not essential, we strongly recommend not excluding any files!

The dialog provides the following control buttons:

- ***Add*** – specify files to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Add list*** – allows you to enter a whole list of files to be excluded from the ***Resident Shield*** scanning
- ***Edit*** – allows you to edit the specified path to a selected file
- ***Edit list*** – allows you to edit the list of files
- ***Remove*** – allows you to delete the path to a selected file from the list

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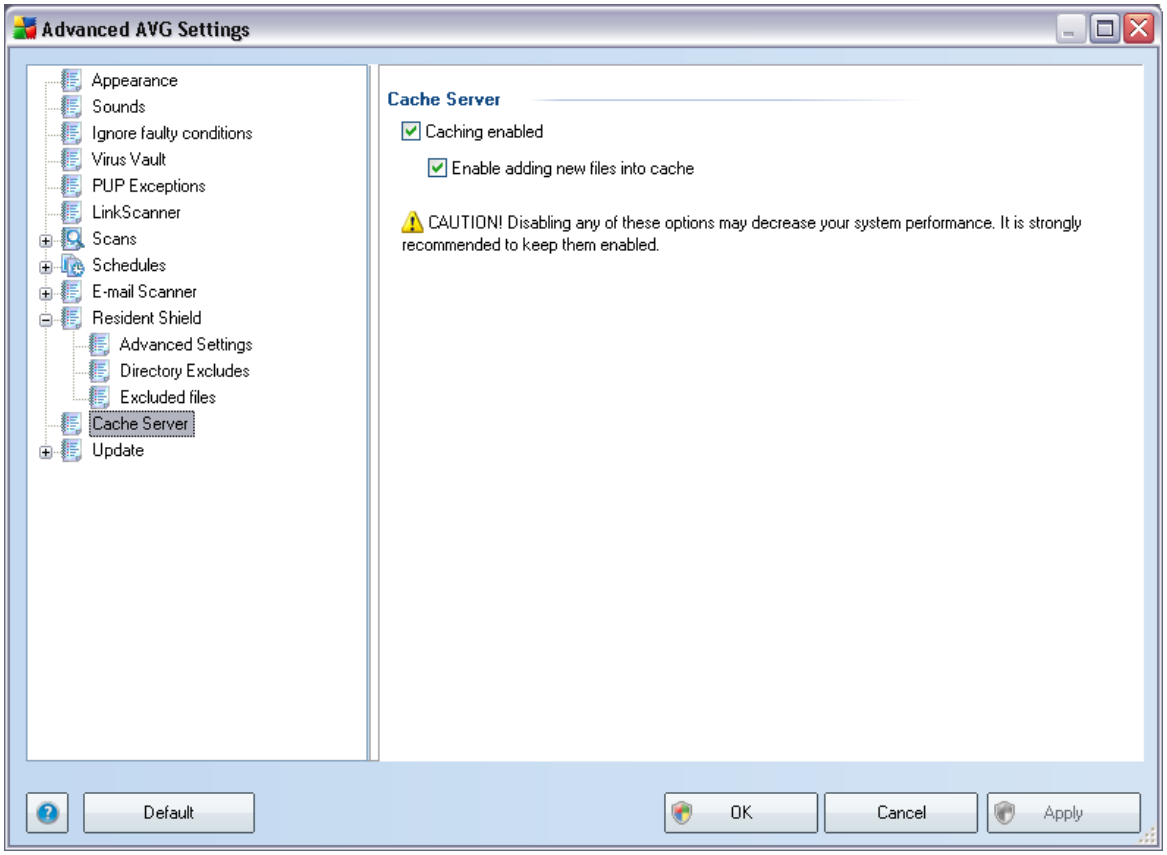
9.11. Cache Server

The ***Cache Server*** is a process designed to speed up any scan (*on-demand scan, scheduled whole computer scan, Resident Shield scan*). It gathers and keeps information of trustworthy files (*system files with digital signature etc.*): These files are then considered safe, and during scanning are skipped.



The settings dialog offers two options:

- ***Caching enabled*** (*on by default*) - uncheck the box to switch off the ***Cache Server***, and empty the cache memory. Please note that scanning might slow down, and overall performance of your computer decrease, as every single file in use will be scanned for viruses and spyware first.
- ***Enable adding new files into cache*** (*on by default*) - uncheck the box to stop adding more files into the cache memory. Any already cached files will be kept and used until caching is turned off completely, or until the next update of the virus database.

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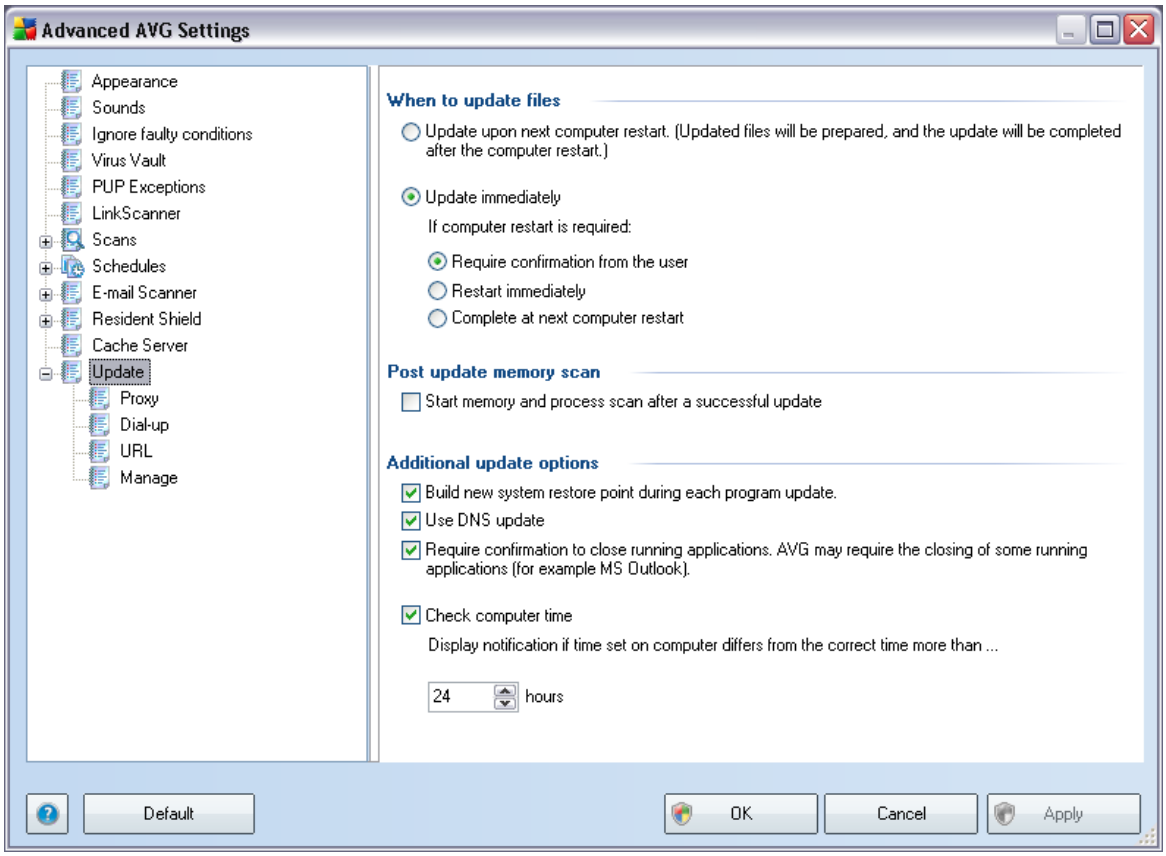
9.12. Update



The ***Update*** navigation item opens a new dialog where you can specify general parameters regarding the AVG update:

When to update files

In this section you can select between two alternative options: update can be scheduled for the next PC restart or you can launch the update immediately. By default, the immediate update option is selected since this way AVG can secure the maximum safety level. Scheduling an update for the next PC restart can only be recommended if you are sure the computer gets restarted regularly, at least daily.

If you decide to keep the default configuration and launch the update process immediately, you can specify the circumstances under which a possible required restart should be performed:

- ***Require confirmation from the user*** - you will be asked to approve a PC restart needed to finalize the update process
- ***Restart immediately*** - the computer will be restarted automatically immediately after the update process has finished, and your approval will not

be required

- ***Complete at next computer restart*** - the update process finalization will be postponed until the next computer restart - again, please keep in mind that this option is only recommended if you can be sure the computer gets restarted regularly, at least daily

Post update memory scan

Mark this check box to define you want to launch a new memory scan after each successfully completed update. The latest downloaded update might have contained new virus definitions, and these could be applied in the scanning immediately.

Additional update options

- ***Build new system restore point after each program update*** - before each AVG program update launch, a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore, but any changes can be recommended to experienced users only! Keep this check-box ticked if you want to make use of this functionality.

- ***Use DNS update*** - mark this check box to confirm you want to use the update files detection method that eliminates data amount transferred between the update server and AVG client;

- ***Require confirmation to close running applications*** (*switched on by default*) will help you make sure no currently running applications will be closed without your permission - if required for the update process to be finalized;

- ***Check computer time*** - mark this option to declare you wish to have notification displayed in case the computer time differs from the correct time more than specified number of hours.

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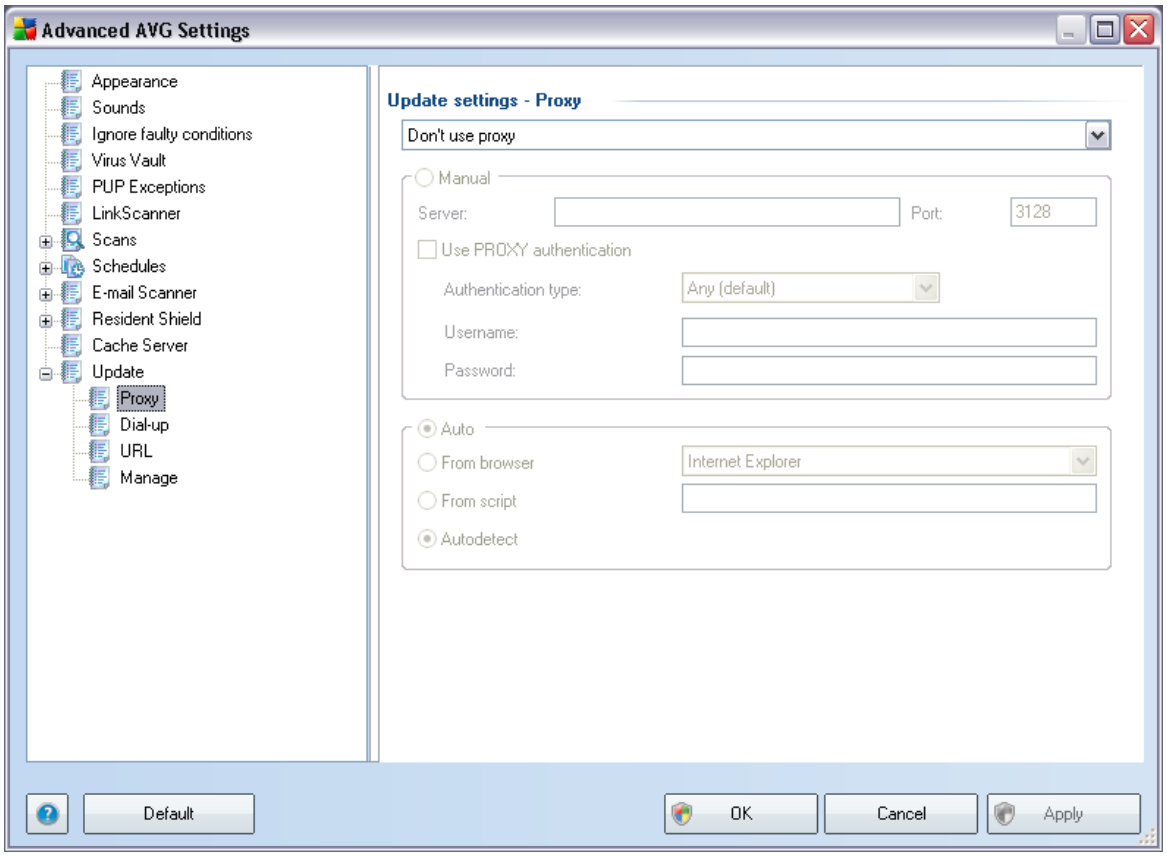
9.12.1. Proxy



The proxy server is a stand-alone server or a service running on a PC that guarantees safer connection to the Internet. According to the specified network rules you can then access the Internet either directly or via the proxy server; both possibilities can also be allowed at the same time. Then, in the first item of the ***Update settings - Proxy*** dialog you have to select from the combo box menu whether you want to:

- ***Use proxy***
- ***Do not use proxy server*** - default settings
- ***Try connection using proxy and if it fails, connect directly***

If you select any option using proxy server, you will have to specify some further data. The server settings can be configured either manually or automatically.

Manual configuration

If you select manual configuration (check *the* ***Manual*** *option to activate the respective dialog section*) you have to specify the following items:

- ***Server*** – specify the server's IP address or the name of the server

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- ***Port*** – specify the number of the port that enables Internet access (*by default, this number is set to 3128 but can be set differently – if you are not sure, contact your network administrator*)

The proxy server can also have configured specific rules for each user. If your proxy server is set up this way, check the ***Use PROXY authentication*** option to verify that your user name and password are valid for connecting to the Internet via the proxy server.

Automatic configuration

If you select automatic configuration (*mark the **Auto** option to activate the respective dialog section*) then please select where the proxy configuration should be taken from:

- ***From browser*** - the configuration will be read from your default internet browser
- ***From script*** - the configuration will be read from a downloaded script with the function returning the proxy address
- ***Autodetect*** - the configuration will be detected automatically directly from the proxy server

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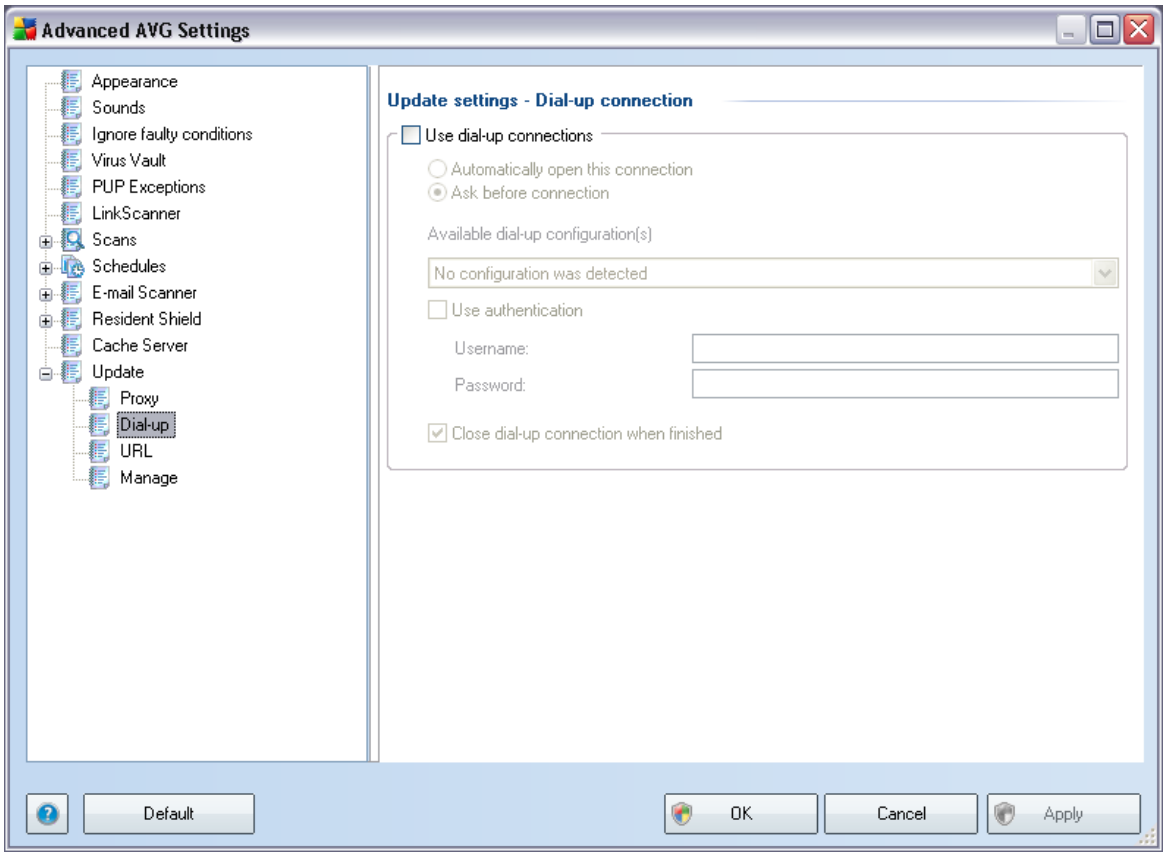
9.12.2. Dial-up



All parameters optionally defined in the ***Update settings - Dial-Up connection*** dialog refer to the dial-up connection to the Internet. The dialog's fields are inactive until you check the ***Use dial-up connections*** option that activates the fields.

Specify whether you want to connect to the Internet automatically (***Automatically open this connection***) or you wish to confirm the connection manually every time (***Ask before connection***). For automatic connection you should further select whether the connection should be closed after the update is finished (***Close dial-up connection when finished***).

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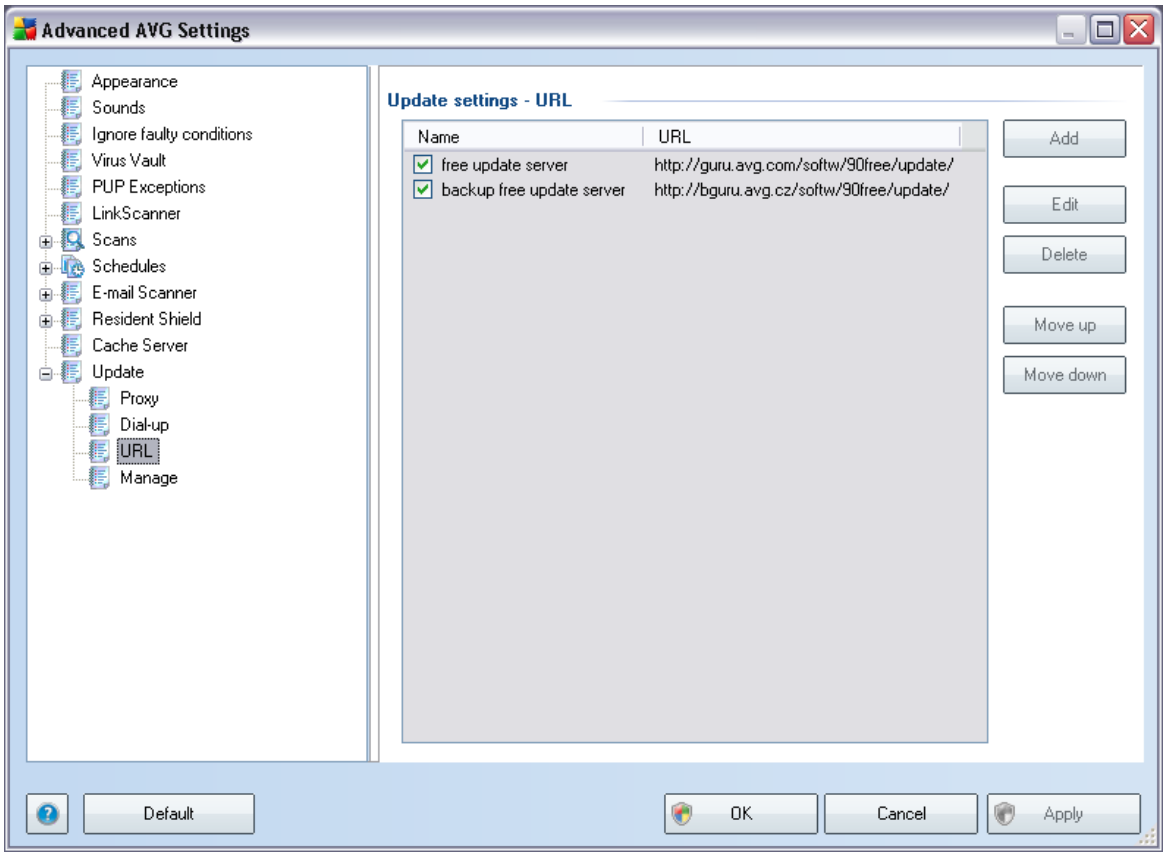
9.12.3. URL



The ***URL*** dialog offers a list of Internet addresses from which the update files can be downloaded. In this free version these servers are predefined and can't be changed.

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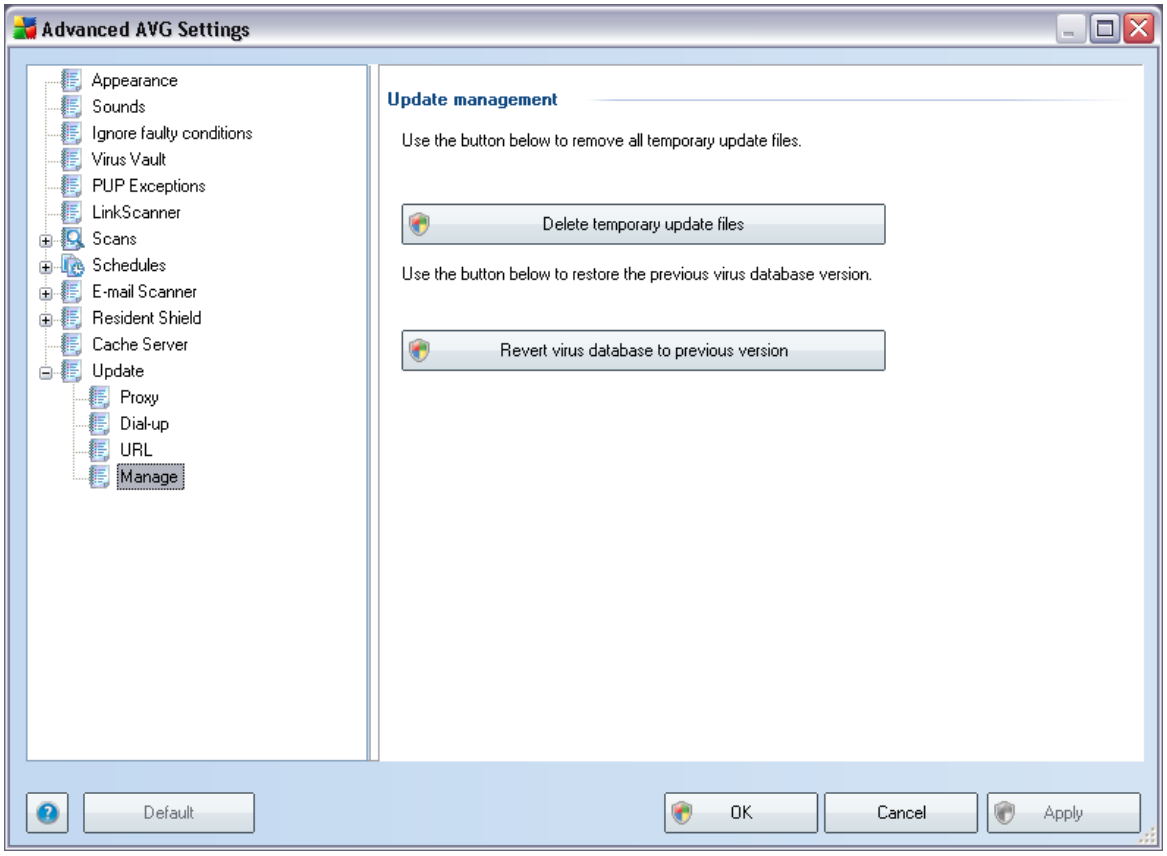
9.12.4. Manage

The ***Manage*** dialog offers two options accessible via two buttons:



- ***Delete temporary update files*** - press this button to delete all redundant update files from your hard disk (*by default, these files are being saved for 30 days*)
- ***Revert virus database to previous version*** – press this button to delete the latest virus base version from your hard disk, and to return to the previously saved version (*new virus base version will be a part of the following update*)

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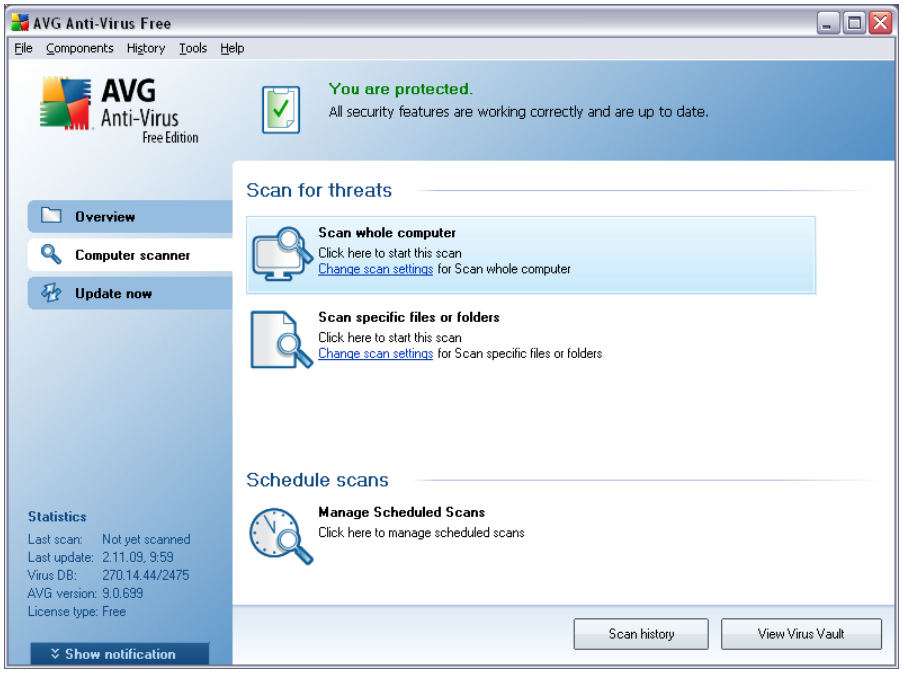
10. AVG Scanning

Scanning is a crucial part of **AVG 9 Free** functionality. You can run on-demand tests or schedule them to run periodically at convenient times.

10.1. Scanning Interface


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Overview
Computer scanner
Update now
Scan for threats
Scan whole computer
Click here to start this scan
Change scan settings for Scan whole computer
Scan specific files or folders
Click here to start this scan
Change scan settings for Scan specific files or folders
Schedule scans
Manage Scheduled Scans
Click here to manage scheduled scans
Statistics
Last scan: Not yet scanned
Last update: 2.11.09, 9:59
Virus DB: 270.14.44/2475
AVG version: 9.0.699
License type: Free
Show notification
Scan history
View Virus Vault

The AVG scanning interface is accessible via the ***Computer Scanner*** quick link. Click this link to switch to the ***Scan for threats*** dialog. In this dialog you will find the following:

- overview of predefined scans - two types of scans defined by the software vendor are ready to be used immediately on demand or scheduled:
  - ***Scan whole computer***
  - ***Scan specific files or folders***
- ***Schedule scans*** section - within your **AVG 9 Free** you are not allowed to add new scan schedules neither delete the only predefined scan. Therefore, this section only allows you to edit settings of your scheduled scan. However, extended options for scan scheduling are available in AVG full version (www.avg.com).

Control buttons

Control buttons available within the testing interface are the following:

- ***Scan history*** - displays the Scan results overview dialog with the entire history of scanning

- ***View Virus Vault*** - opens a new window with the ***Virus Vault*** - a space where detected infections are quarantined

10.2. Predefined Scans

One of the main features of **AVG 9 Free** is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of possible virus infection arises. Anyway, it is strongly recommended to carry out such tests regularly even if you think that no virus can be found on your computer.

In the **AVG 9 Free** you will find two types of scanning predefined by the software vendor:

10.2.1. Scan Whole Computer

Scan whole computer - scans your entire computer for possible infections and/or potentially unwanted programs. This test will scan all hard drives of your computer, will detect and heal any virus found, or remove the detected infection to the ***Virus Vault***. Scanning of the whole of your computer should be scheduled on a workstation at least once a week.

Scan launch

The ***Scan of a whole computer*** can be launched directly from the scanning interface by clicking on the scan's icon. No further specific settings have to be configured for this type of scan, the scanning will start immediately within the ***Scan is running*** dialog (*see screenshot*). The scanning can be temporarily interrupted (***Pause***) or canceled (***Stop***) if needed.

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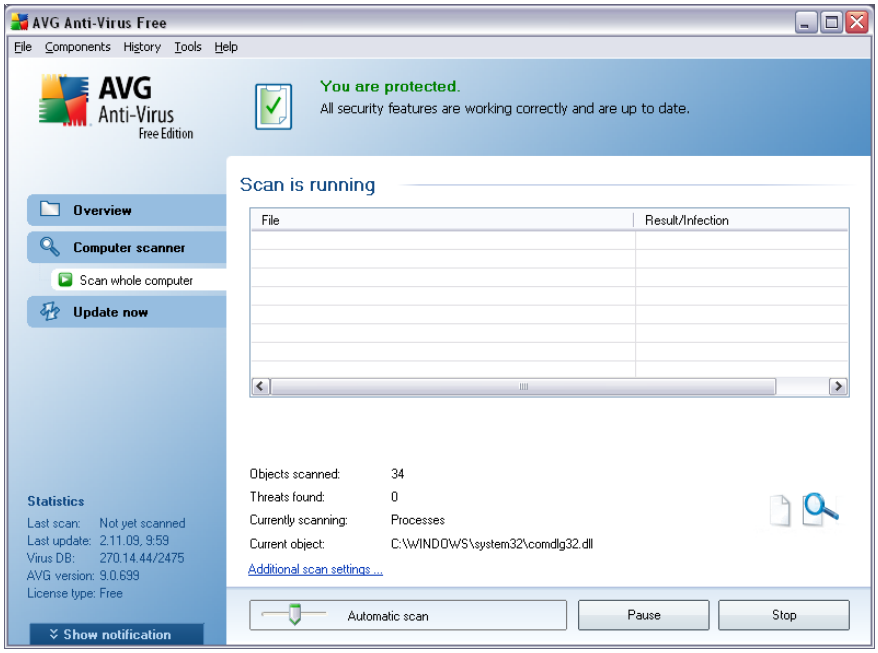

Scan configuration editing

You have the option of editing the predefined default settings of the ***Scan of the whole computer***. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan whole computer*** dialog.

It is recommended to keep to the default settings unless you have a valid reason to change them!

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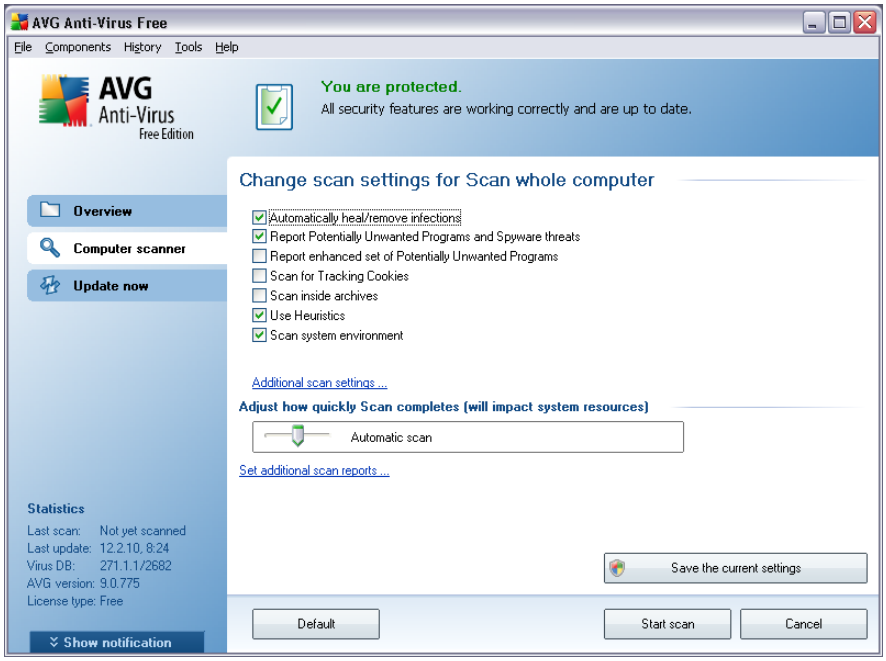
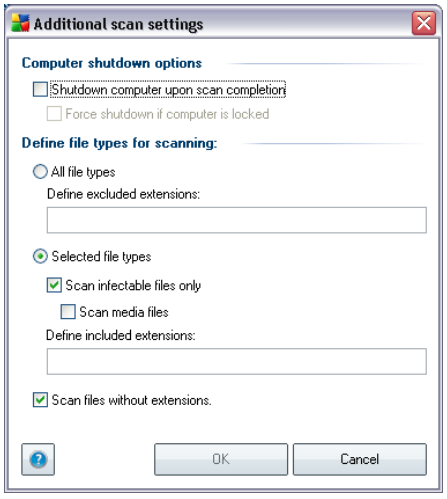


- ***Scanning parameters*** - in the list of scanning parameters you can switch on/off specific parameters as needed. By default, most of the parameters are switched on and these will be used automatically during scanning.

- ***Additional scan settings*** - the link opens a new ***Additional scan settings*** dialog where you can specify the following parameters:

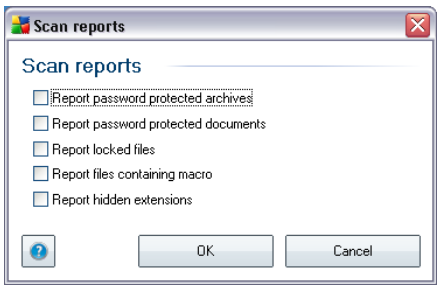


  - ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

- **Define file types for scanning** - further you should decide whether you want to have scanned:
  - **All file types** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned
  - **Selected file types** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.
  - Optionally, you can decide you want to **Scan files without extension** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

- **Scan process priority** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- **Set additional scan reports** - the link opens a new **Scan reports** dialog where you can select what types of possible findings should be reported:



Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****. Should you decide to change the default configuration of the* ***Scan the whole computer*** *you can then save your new setting as the default configuration to be used for all further scans of the whole computer.*

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10.2.2. Scan Specific Files or Folders

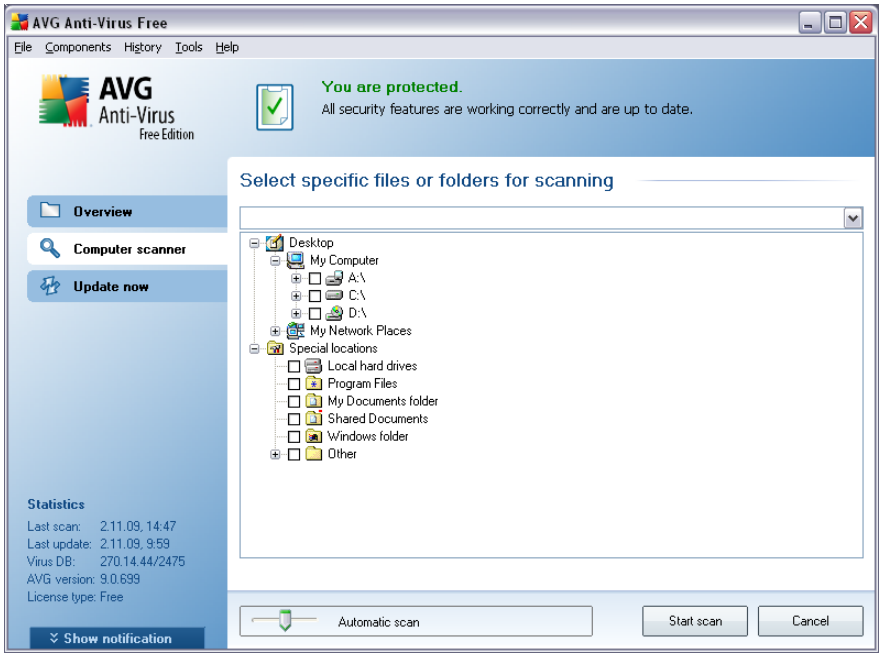
Scan specific files or folders - scans only those areas of your computer that you have selected to be scanned (*selected folders, hard disks, floppy discs, CDs, etc.*). The scanning progress in case of virus detection and its treatment is the same as with the scan of the whole computer: any virus found is healed or removed to the ***Virus Vault***. Specific files or folders scanning can be used to set up your own tests and their scheduling based on your needs.

Scan launch

The ***Scan of specific files or folders*** can be launched directly from the scanning interface by clicking on the scan's icon. A new dialog called ***Select specific files or folders for scanning*** opens. In the tree structure of your computer select those folders you want to have scanned. The path to each selected folder will generate automatically and appear in the text box in the upper part of this dialog.

There is also a possibility of having a specific folder scanned while all its subfolders are excluded from this scanning; to do that write a minus sign "**-**" in front of the automatically generated path. To exclude the entire folder from scanning use the "!" parameter.

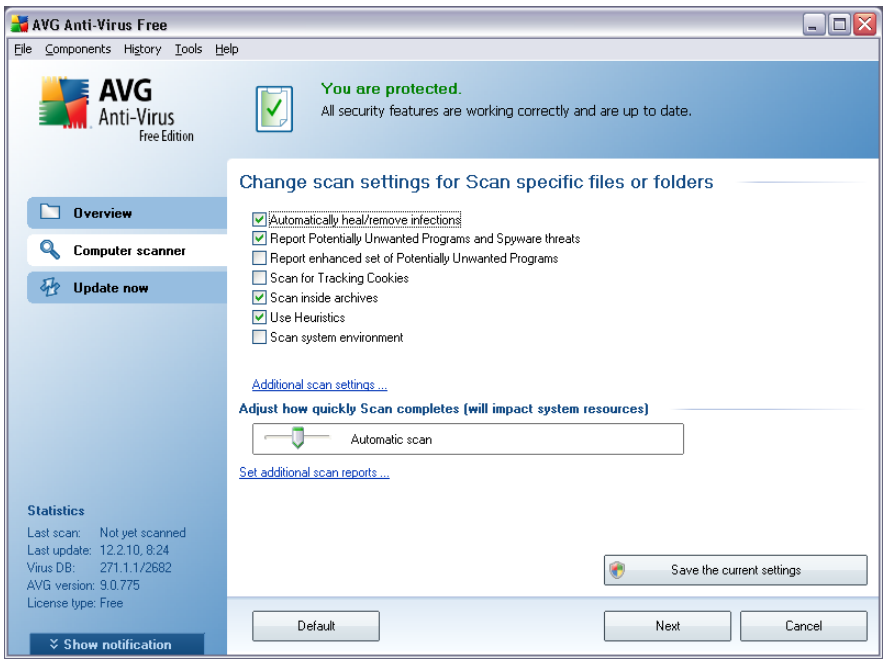
Finally, to launch the scanning, press the ***Start scan*** button; the scanning process itself is basically identical to the scan of a whole computer.



Scan configuration editing

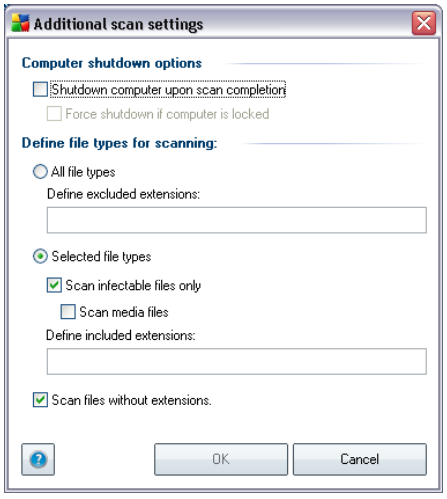
You have the option of editing the predefined default settings of the ***Scan of specific***

files or folders. Press the ***Change scan settings*** link to get to the ***Change scan settings for Scan of specific files or folders*** dialog. ***It is recommended to keep to the default settings unless you have a valid reason to change them!***



- ***Scanning parameters*** - in the list of scanning parameters you can switch on/off specific parameters as needed (*for detailed description of this settings please consult chapter AVG Advanced Settings / Scans / Scan Specific Files or Folders*).

- ***Additional scan settings*** - the link opens a new Additional scan settings dialog where you can specify the following parameters:



o ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over.

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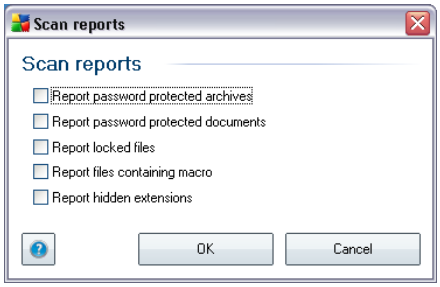
Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

- ***Define file types for scanning*** - further you should decide whether you want to have scanned:
  - ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned; or
  - ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.
  - Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of possible findings should be reported:

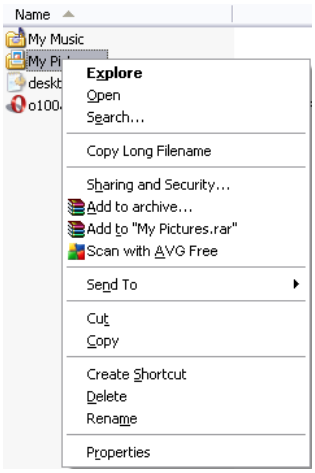


Warning: *These scan settings are identical to the parameters of a newly defined scan - as described in the chapter* ***AVG Scanning / Scan scheduling/ How to Scan****. Should you decide to change the default configuration of the* ***Scan specific files or folders*** *you can then save your new setting as the default configuration to be used*

for all further scans of specific files or folders. Also, this configuration will be used as a template for all of your newly scheduled scans (all customized scans are based on the current configuration of the Scan of selected files or folders).

10.3. Scanning in Windows Explorer

Besides the pre-defined scans launched for the entire computer or its selected areas, **AVG 9 Free** also offers the option of quick scanning of a specific object directly in the Windows Explorer environment. If you want to open an unknown file and you cannot be sure of its content, you may want to have it checked on demand. Follow these steps:



- Within Windows Explorer highlight the file (or folder) you want to check
- Right-click your mouse over the object to open the context menu
- Select the ***Scan with AVG*** option to have the file scanned with AVG

10.4. Command Line Scanning

Within **AVG 9 Free** there is the option of running the scan from the command line. You can use this option for instance on servers, or when creating a batch script to be launched automatically after the computer boot. From the command line, you can launch the scanning with most parameters as offered in AVG graphical user interface.

To launch AVG scan from the command line, run the following command within the folder where AVG is installed:

- ***avgscanx*** for 32 bits OS
- ***avgscana*** for 64 bits OS

Syntax of the command

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The syntax of the command follows:

- ***avgscanx /parameter*** ... e.g. ***avgscanx /comp*** for scanning the whole computer
- ***avgscanx /parameter /parameter*** .. with multiple parameters these should be lined in a row and separated by a space and a slash character
- if a parameters requires specific value to be provided (e.g. the ***/scan*** parameter that requires information on what are the selected areas of your computer that are to be scanned, and you have to provide an exact path to the selected section), the values are divided by semicolons, for instance: ***avgscanx /scan=C:\;D:***

Scanning parameters

To display a complete overview of available parameters, type the respective command together with the parameter /? or /HELP (e.g. ***avgscanx /?***). The only obligatory parameter is /SCAN to specify what areas of the computer should be scanned. For a more detailed explanation of the options, see the command line parameters overview.

To run the scan press ***Enter***. During scanning you can stop the process by ***Ctrl+C*** or ***Ctrl+Pause***.

CMD scanning launched from graphic interface

When you run your computer in Windows Safe Mode, there is also a possibility to launch the command line scan from the graphic user interface. The scan itself will be launched from the command line, the ***Command Line Composer*** dialog only allows you to specify most scanning parameters in the comfortable graphic interface.

Since this dialog is only accessible within the Windows Safe Mode, for detailed description of this dialog please consult the help file opened directly from the dialog.

10.4.1. CMD Scan Parameters

Following please find a list of all parameters available for the command line scanning:

- ***/SCAN*** Scan specific files or folders /SCAN=path;path (e.g. /SCAN=C:\;D:\)
- ***/COMP*** Scan whole computer
- ***/HEUR*** Use heuristic analyse
- ***/EXCLUDE*** Exclude path or files from scan
- ***/@*** Command file /file name/

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- ***/EXT*** Scan these extensions /for example EXT=EXE,DLL/
- ***/NOEXT*** Do not scan these extensions /for example NOEXT=JPG/
- ***/ARC*** Scan archives
- ***/CLEAN*** Clean automatically
- ***/TRASH*** Move infected files to the Virus Vault
- ***/QT*** Quick test
- ***/MACROW*** Report macros
- ***/PWDW*** Report password-protected files
- ***/IGNLOCKED*** Ignore locked files
- ***/REPORT*** Report to file /file name/
- ***/REPAPPEND*** Append to the report file
- ***/REPOK*** Report uninfected files as OK
- ***/NOBREAK*** Do not allow CTRL-BREAK to abort
- ***/BOOT*** Enable MBR/BOOT check
- ***/PROC*** Scan active processes
- ***/PUP*** Report "Potentially unwanted programs"
- ***/REG*** Scan registry
- ***/COO*** Scan cookies
- ***/?*** Display help on this topic
- ***/HELP*** Display help on this topic
- ***/PRIORITY*** Set scan priority /Low, Auto, High/ (see Advanced settings / Scans)
- ***/SHUTDOWN*** Shutdown computer upon scan completion
- ***/FORCESHUTDOWN*** Force computer shutdown upon scan completion
- ***/ADS*** Scan Alternate Data Streams (NTFS only)
- ***/ARCBOMBSW*** Report re-compressed archive files

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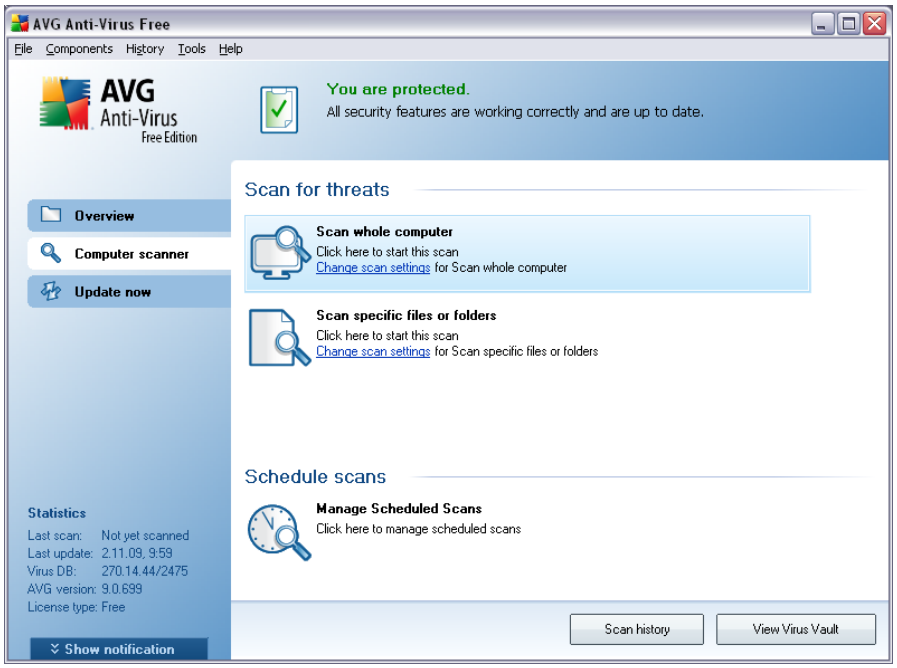
10.5. Scan Scheduling

With **AVG 9 Free** you can run scanning on demand (for instance when you suspect an infection has been dragged to your computer) or based on a scheduled plan. It is highly recommended to run the scheduled scan: this way you can make sure your computer is protected from any possibility of getting infected, and you will not have to worry about if and when to launch the scan.

You should launch the ***Scan whole computer*** regularly, at least once a week. However, if possible, launch the scan of your entire computer daily - as set up in the scan schedule default configuration. If the computer is "always on" then you can schedule scans out of working hours. If the computer is sometimes switched off, then schedule scans to occur on a computer start-up when the task has been missed.

To edit your scheduled scan settings, see the AVG scanning interface and find the bottom section called ***Schedule scans***:


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Overview
Computer scanner
Update now
Scan for threats
Scan whole computer
Click here to start this scan
Change scan settings for Scan whole computer
Scan specific files or folders
Click here to start this scan
Change scan settings for Scan specific files or folders
Schedule scans
Manage Scheduled Scans
Click here to manage scheduled scans
Statistics
Last scan: Not yet scanned
Last update: 2.11.09, 9:59
Virus DB: 270.14.44/2475
AVG version: 9.0.699
License type: Free
Show notification
Scan history
View Virus Vault

Schedule scans

Click the graphical icon within the ***Schedule scans*** section to open a new ***Schedule scans*** dialog where you find a list of all currently scheduled scans:

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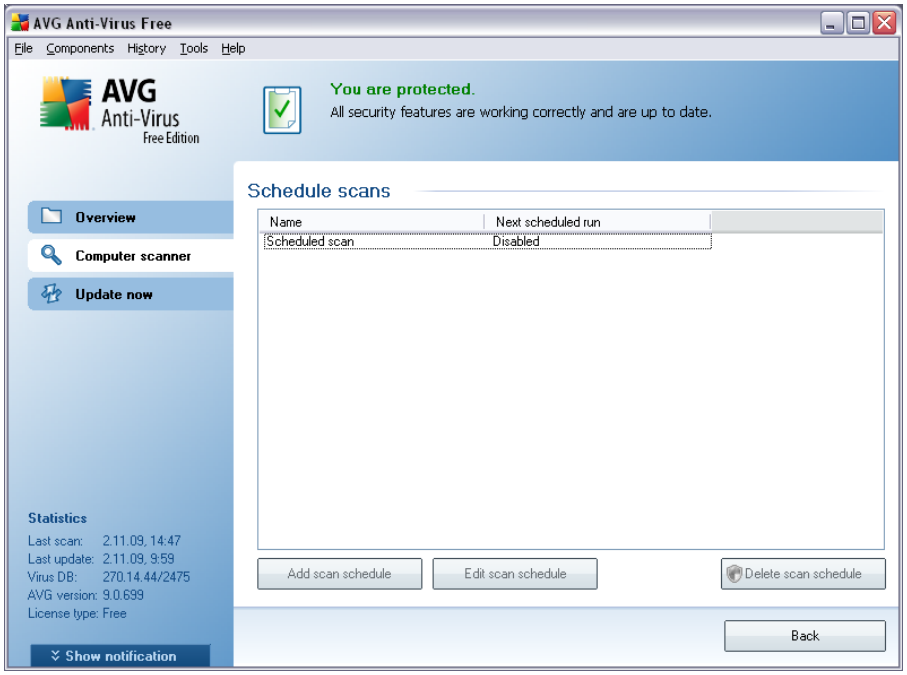

For **AVG 9 Free**, in the ***Schedule scans*** dialog there is only one control button available: ***Edit scan schedule***. Press the button to open the ***Settings for scheduled scan*** dialog on the ***Schedule settings*** tab where you can edit some parameters of the scheduled scan.

Unfortunately, within **AVG 9 Free** you are not allowed to add new scan schedules neither delete the only predefined scan. However, these extended options are available in AVG full version (www.avg.com).

10.5.1. Schedule Settings

If you wish to edit your scheduled scan settings, enter the ***Settings for scheduled scan*** dialog (*click the* ***Edit scan schedule*** *button within the* ***Schedule scans*** *dialog*). The dialog is divided into three tabs: ***Schedule settings*** - *see picture below* (*the default tab that you will be automatically redirected to*), ***How to scan*** and ***What to scan***.

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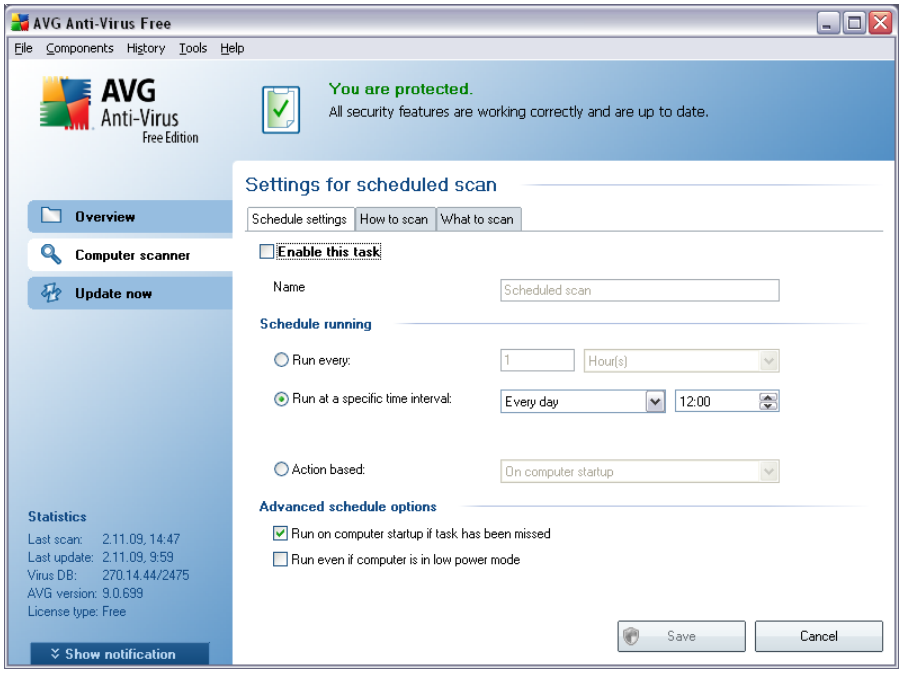


On the ***Schedule settings*** tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises.

Within **AVG 9 Free** you cannot modify the scan's name, and the respective item is deactivated.

In this dialog you can further define the following parameters of the scan:

- ***Schedule running*** - specify the time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific time ...***), or possibly by defining an event that the scan launch should be associated with (***Action based on computer startup***).

- ***Advanced schedule options*** - this section allows you to define under which conditions the scan should/should not be launched if the computer is in low power mode or switched off completely.

Control buttons of the Settings for scheduled scan dialog

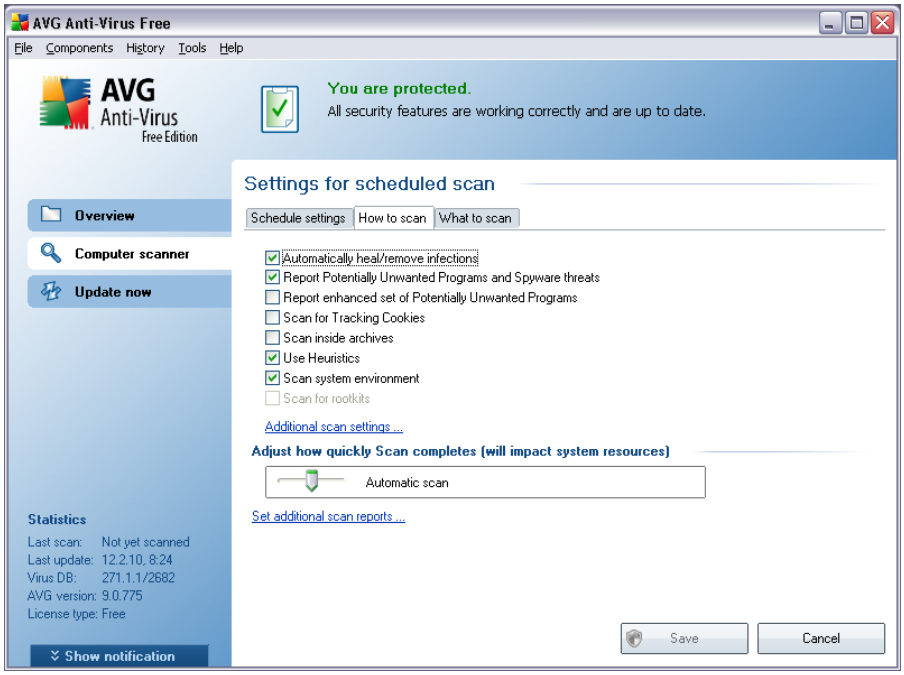
There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the

button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

10.5.2. How to Scan



On the ***How to scan*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. Unless you have a valid reason to change these settings we recommend to keep to the pre-defined configuration:

- ***Automatically heal/remove infection*** - (*on by default*): if a virus is identified during scanning it can be healed automatically if a cure is available. In case the infected file cannot be healed automatically, or if you decide to switch off this option, you will be notified upon a virus detection and will have to decide what to do with the detected infection. The recommended action is to remove the infected file to the ***Virus Vault***.

- ***Report Potentially Unwanted Programs and Spyware threats*** - (*on by default*): check to activate the ***Anti-Spyware*** engine, and scan for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend to keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** - (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be

misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it can possibly block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** - (*off by default*): this parameter of the ***Anti-Spyware*** component defines that cookies should be detected during scanning (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*);

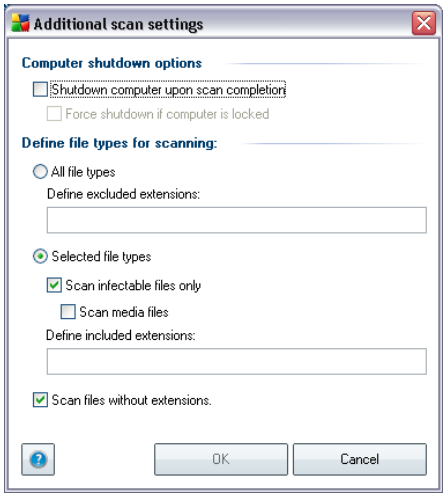
- ***Scan inside archives*** - (*off by default*): this parameters defines that the scanning should check all files even if these are packed inside some type of archive, e.g. ZIP, RAR, ...

- ***Use Heuristics*** - (*on by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning;

- ***Scan system environment*** - (*on by default*): scanning will also check the system areas of your computer;

Then, you can change the scan configuration as follows:

- ***Additional scan settings*** - the link opens a new ***Additional scan settings*** dialog where you can specify the following parameters:



  - ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

  - ***Define file types for scanning*** - further you should decide whether you want to have scanned:

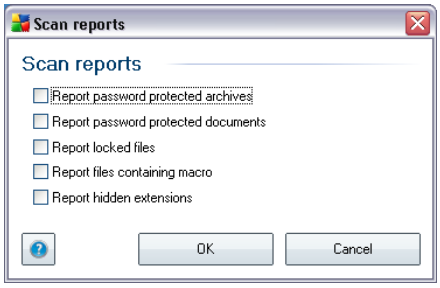
- ***All file types*** with the possibility of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned

- ***Selected file types*** - you can specify that you want to scan only files that are possibly infectable (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus*). Again, you can specify by extensions which files are those that should always be scanned.

- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extension are rather suspicious and should be scanned at all times.

- ***Scan process priority*** - you can use the slider to change the scanning process priority. By default, the priority is set to medium level (*Automatic scan*) that optimizes the scanning process speed and the use of system resources. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan reports*** dialog where you can select what types of possible findings should be reported:



Note: *By default, the scanning configuration is set up for optimum performance. Unless you have a valid reason to change the scanning settings it is highly recommended to stick to the predefined configuration. Any configuration changes should be performed by experienced users only. For further scanning configuration options see the* ***Advanced settings*** *dialog accessible via the* ***File / Advanced setting*** *system menu item.*

Control buttons

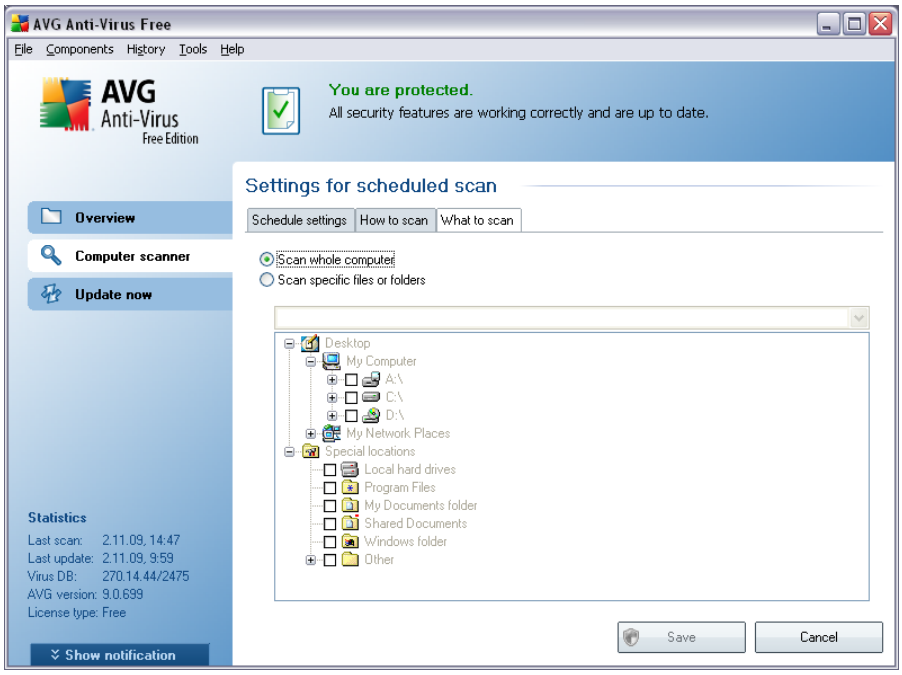
There are two control buttons available on all three tabs of the ***Settings for***

scheduled scan dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

10.5.3. What to Scan



On the ***What to scan*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders.

In case you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify folders to be scanned (*expand items by clicking the plus node until you find the folder you wish to scan*). You can select multiple folders by checking the respective boxes. The selected folders will appear in the text field on the top of the dialog, and the drop-down menu will keep your selected scans history for later use. Alternatively, you can enter full path to the desired folder manually (*if you enter multiple paths, it is necessary to separate with semi-colons without extra space*).

Within the tree structure you can also see a branch called ***Special locations***. Following find a list of locations that will be scanned once the respective check box is marked:

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- ***Local hard drives*** - all hard drives of your computer
- ***Program files*** - C:\Program Files\
- ***My Documents folder***
    - *for Win XP:* C:\Documents and Settings\Default User\My Documents\
    - *for Windows Vista/7*: C:\Users\user\Documents\
- ***Shared Documents***
    - *for Win XP*: C:\Documents and Settings\All Users\Documents\
    - *for Windows Vista/7*: C:\Users\Public\Documents\
- ***Windows folder*** - C:\Windows\
- ***Other***
    - *System drive* - the hard drive on which the operating system is installed (usually C:)
    - *System folder* - Windows/System32
    - *Temporary Files folder* - Documents and Settings/User/Local Settings/Temp (*Windows XP*); or C:\Users\user\AppData\Local\Temp\ (*Windows Vista/7*)
    - *Temporary Internet Files* - Documents and Settings/User/Local Settings/Temporary Internet Files (*Windows XP*); or C:\Users\user\AppData\Local\Microsoft\Windows\Temporary Internet Files (*Windows Vista/7*)

Control buttons of the Settings for scheduled scan dialog

There are two control buttons available on all three tabs of the ***Settings for scheduled scan*** dialog (***Schedule settings***, ***How to scan*** and ***What to scan***) and these have the same functionality no matter on which tab you currently are:

- ***Save*** - saves all changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.
- ***Cancel*** - cancels any changes you have performed on this tab or on any other tab of this dialog and switches back to the AVG scanning interface default dialog.

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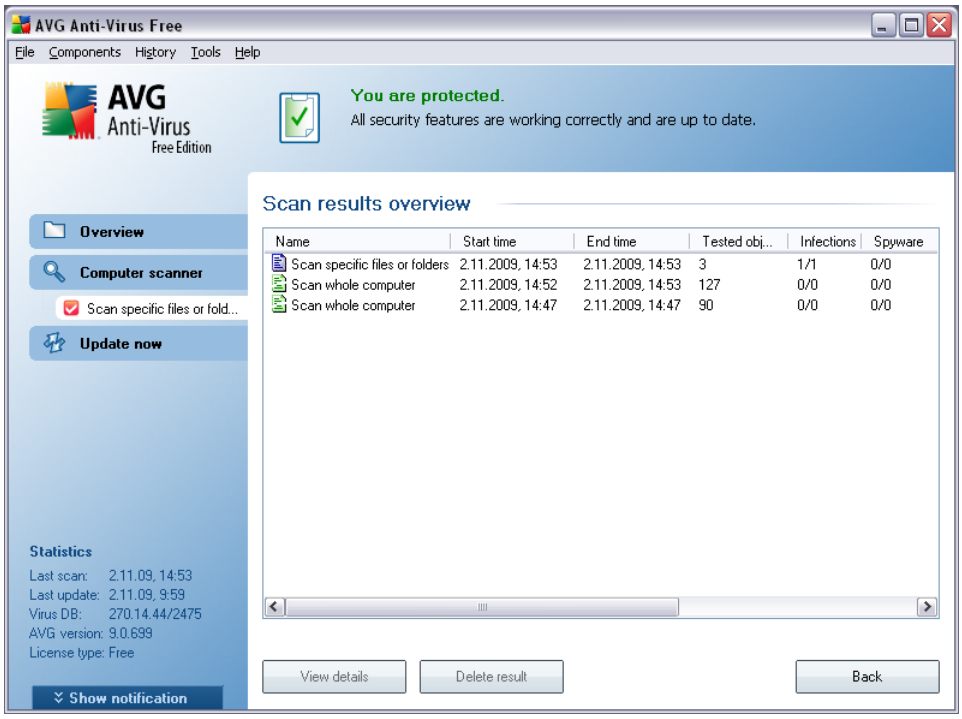
10.6. Scan Results Overview


AVG Anti-Virus Free
File Components History Tools Help
AVG Anti-Virus Free Edition
You are protected.
All security features are working correctly and are up to date.
Scan results overview
Overview
Computer scanner
Scan specific files or fold...
Update now
Name Start time End time Tested obj... Infections Spyware
Scan specific files or folders 2.11.2009, 14:53 2.11.2009, 14:53 3 1/1 0/0
Scan whole computer 2.11.2009, 14:52 2.11.2009, 14:53 127 0/0 0/0
Scan whole computer 2.11.2009, 14:47 2.11.2009, 14:47 90 0/0 0/0
Statistics
Last scan: 2.11.09, 14:53
Last update: 2.11.09, 9:59
Virus DB: 270.14.44/2475
AVG version: 9.0.699
License type: Free
Show notification
View details
Delete result
Back

The ***Scan results overview*** dialog is accessible from the AVG scanning interface via the ***Scan history*** button. The dialog provides a list of of all previously launched scans and information of their results:

- ***Name*** - scan designation; it can either be the name of one of the predefined scans, or a name you have given to your own scheduled scan. Every name includes an icon indicating the scan result:

  - green icon informs there was no infection detected during the scan

  - blue icon announces there was an infection detected during the scan but the infected object was removed automatically

  - red icon warns there was an infection detected during the scan and it could not be removed!

  Each icon can either be solid or cut in half - the solid icons stands for a scan that was completed and finished properly; the cut-in-half icon means the scan was canceled or interrupted.

  Note: *For detailed information on each scan please see the* ***Scan Results*** *dialog accessible via the* ***View details*** *button (in the bottom part of this dialog).*

- ***Start time*** - date and time when the scan was launched

- ***End time*** - date and time when the scan ended
- ***Tested objects*** - number of objects that were checked during scanning
- ***Infections*** - number of virus infections detected / removed
- ***Spyware*** - number of spyware detected / removed
- ***Warnings*** - number of detected suspicious objects
- ***Scan log information*** - information relating to the scanning course and result (*typically on its finalization or interruption*)

Control buttons

The control buttons for the ***Scan results overview*** dialog are:

- ***View details*** - press this button to switch to the ***Scan results*** dialog to view detailed data on the selected scan
- ***Delete result*** - press this button to remove the selected item from the scan results overview
- ***Back*** - switches back to the default dialog of the AVG scanning interface

10.7. Scan Results Details

If in the ***Scan Results Overview*** dialog a specific scan is selected, you can then click the ***View details*** button to switch to the ***Scan Results*** dialog providing detailed data on the course and result of the selected scan.

The dialog is further divided into several tabs:

- ***Results Overview*** - this tab is displayed at all times and provides statistical data describing the scan progress
- ***Infections*** - this tab is displayed only if a virus infection was detected during scanning
- ***Spyware*** - this tab is displayed only if spyware was detected during scanning
- ***Warnings*** - this tab is displayed only if some potential threats are detected during scanning (such threats are mostly comprised of the tracking cookies, but some hidden files are also occasionally detected as warnings).
- ***Information*** **-** this tab is displayed only if some potential threats were

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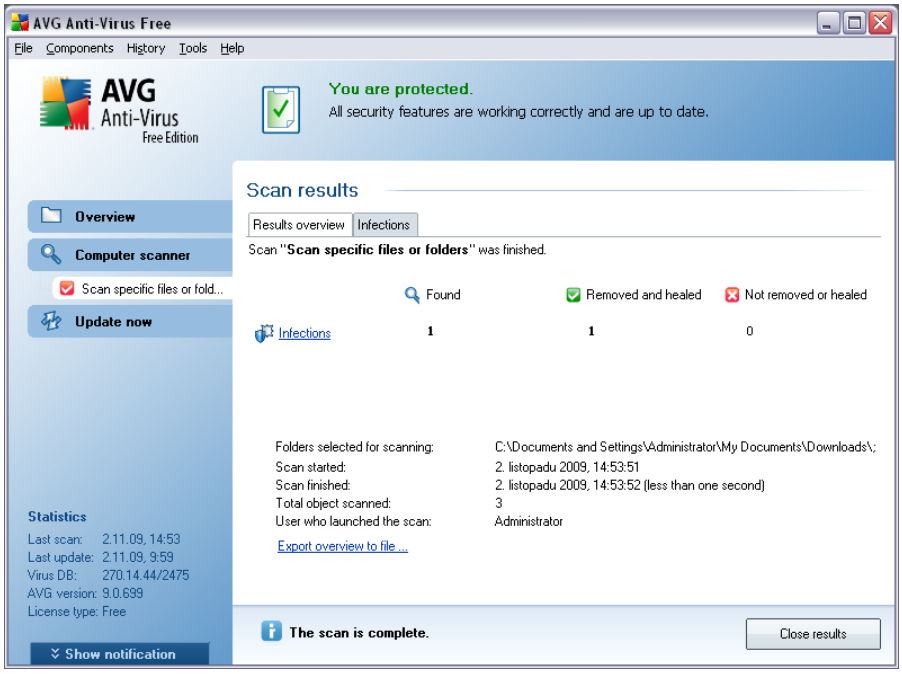
detected but these cannot be classified as any of the above categories; then the tab provides a warning message on the finding

10.7.1. Results Overview Tab



On the ***Scan results*** tab you can find detailed statistics with information on:

- detected virus infections / spyware
- removed / healed virus infections / spyware
- the number of virus infections / spyware that cannot be removed or healed

In addition you will find information on the date and exact time of the scan launch, on the total number of scanned objects, on the scanning duration and the number of errors that have occurred during scanning.

Control buttons

There is only one control button available in this dialog. The ***Close results*** button returns to the ***Scan results overview*** dialog.

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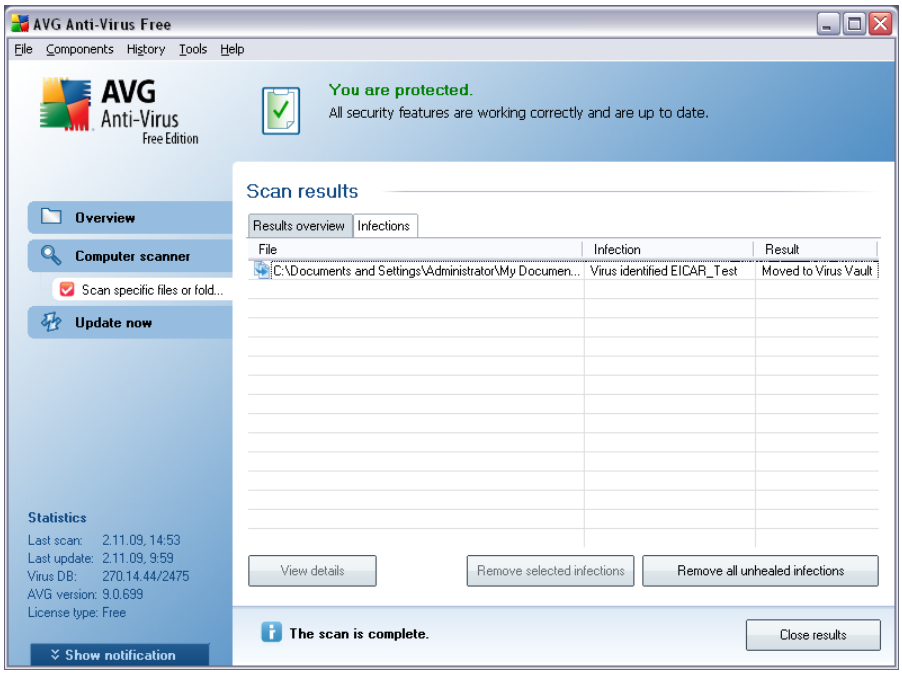
10.7.2. Infections Tab



The ***Infections*** tab is only displayed in the ***Scan results*** dialog if a virus infection was detected during scanning. The tab is divided into three sections providing the following information:

- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected virus (*for details on specific viruses please consult the Virus Encyclopedia online*)
- ***Result*** - defines the current status of the infected object that was detected during scanning:
    - ***Infected*** - the infected object was detected and left in its original location (*for instance if you have switched off the automatic healing option in a specific scan settings*)
    - ***Healed*** - the infected object was healed automatically and left in its original location
    - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
    - ***Deleted*** - the infected object was deleted
    - ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the **PUP Exceptions** dialog of the advanced settings*)

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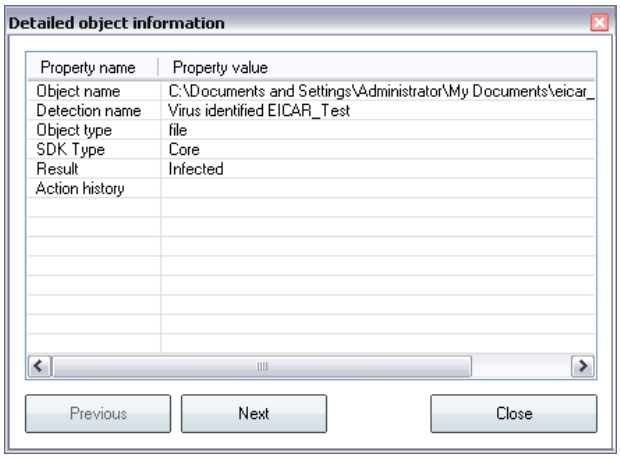
- ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
- ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (*it can contain macros, for instance*); the information should be taken as a warning only
- ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

- ***View details*** - the button opens a new dialog window named ***Detailed object information***:



  In this dialog you can find detailed information on the detected infectious object (*e.g. infected object name and location, object type, SDK type, detection result and history of actions related to the detected object*). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to close this dialog.

- ***Remove selected infections*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed infections*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

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10.7.3. Spyware Tab

The ***Spyware*** tab is only displayed in the ***Scan results*** dialog in if spyware was detected during scanning. The tab is divided into three sections providing the following information:

- ***File*** - full path to the original location of the infected object
- ***Infections*** - name of the detected spyware (*for details on specific viruses please consult the* ***Virus Encyclopedia*** *online*)
- ***Result*** - defines the current status of the object that was detected during scanning:
    - ***Infected*** - the infected object was detected and left in its original location (for instance if you have switched off the automatic healing option in a specific scan settings)
    - ***Healed*** - the infected object was healed automatically and left in its original location
    - ***Moved to Virus Vault*** - the infected object was moved to the ***Virus Vault*** quarantine
    - ***Deleted*** - the infected object was deleted
    - ***Added to PUP exceptions*** - the finding was evaluated as an exception and added to the list of PUP exceptions (*configured in the* ***PUP Exceptions*** *dialog of the advanced settings*)
    - ***Locked file - not tested*** - the respective object is locked and AVG is therefore unable to scan it
    - ***Potentially dangerous object*** - the object was detected as potentially dangerous but not infected (it can contain macros, for instance); the information is a warning only
    - ***Reboot is required to finish the action*** - the infected object cannot be removed, to remove it completely you have to restart your computer

Control buttons

There are three control buttons available in this dialog:

- ***View details*** - the button opens a new dialog window named ***Detailed object information***:

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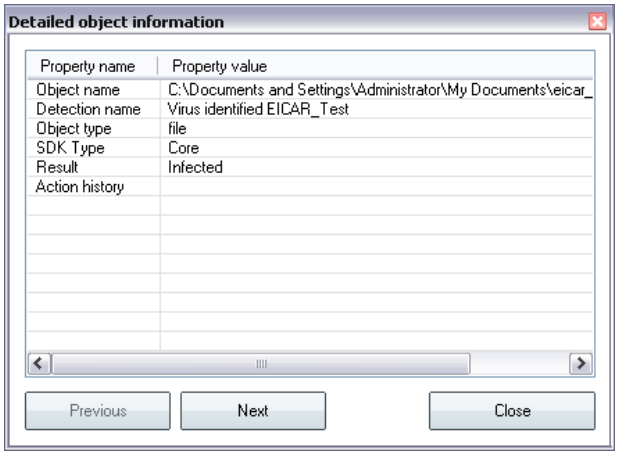

In this dialog you can find detailed information on the detected infectious object (*e.g. infected object name and location, object type, SDK type, detection result and history of actions related to the detected object*). Using the ***Previous*** / ***Next*** buttons you can view information on specific findings. Use the ***Close*** button to close this dialog.

- ***Remove selected infections*** - use the button to move the selected finding to the ***Virus Vault***
- ***Remove all unhealed infections*** - this button deletes all findings that cannot be healed or moved to the ***Virus Vault***
- ***Close results*** - terminates the detailed information overview and returns to the ***Scan results overview*** dialog

10.7.4. Warnings Tab

The ***Warnings*** tab displays information on "suspected" objects (*typically files*) detected during scanning. When detected by the ***Resident Shield***, these files are blocked from being accessed. Typical examples of this kind of findings are: hidden files, cookies, suspicious registry keys, etc. Such files do not present any direct threat to your computer or security. Information about these files is generally useful in case there is an adware or spyware detected on your computer. If there are only Warnings detected by an AVG test, no action is necessary.

This is a brief description of the most common examples of such objects:

- ***Hidden files*** - The hidden files are by default not visible in Windows, and some viruses or other threats may try to avoid their detection by storing their files with this attribute. If your AVG reports a hidden file which you suspect to be malicious, you can move it to your ***AVG Virus Vault***.
- ***Cookies*** - Cookies are plain-text files which are used by websites to store user-specific information, which is later used for loading custom website layout, pre-filling user name, etc.
- ***Suspicious registry keys*** - Some malware stores its information into Windows

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registry, to ensure it is loaded on startup or to extend its effect on the operating system.

10.7.5. Information Tab

The ***Information*** tab contains data on such "findings" that cannot be categorized as infections, spyware, etc. They can neither be positively labeled as dangerous but they are still worth your attention. AVG scan is able to detect files which may not be infected, but are suspicious. These files are reported either as ***Warning***, or as ***Information***.

The severity ***Information*** can be reported for one of the following reasons:

- ***Run-time packed*** - The file was packed with one of less common run-time packers, which may indicate an attempt to prevent scanning of such file. However, not every report of such file indicates a virus.
- ***Run-time packed recursive*** - Similar to above, however less frequent amongst common software. Such files are suspicious and their removal or submission for analysis should be considered.
- ***Password protected archive or document*** - Password protected files can not be scanned by AVG (*or generally any other anti-malware program*).
- ***Document with macros*** - The reported document contains macros, which may be malicious.
- ***Hidden extension*** - Files with hidden extension may appear to be e.g. pictures, but in fact they are executable files (*e.g. picture.jpg.exe*). The second extension is not visible in Windows by default, and AVG reports such files to prevent their accidental opening.
- ***Improper file path*** - If some important system file is running from other than default path (*e.g. winlogon.exe running from other than Windows folder*), AVG reports this discrepancy. In some cases, viruses use names of standard system processes to make their presence less apparent in the system.
- ***Locked file*** - The reported file is locked, thus cannot be scanned by AVG. This usually means that some file is constantly being used by the system (*e.g. swap file*).

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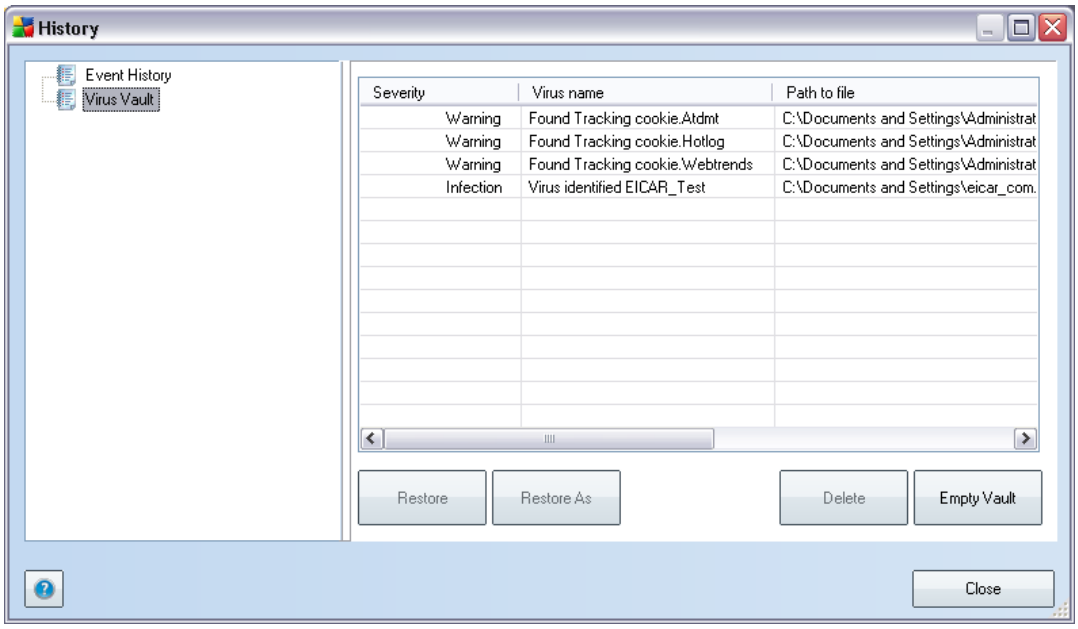
10.8. Virus Vault



Virus Vault is a safe environment for the management of suspect/infected objects detected during AVG tests. Once an infected object is detected during scanning, and AVG is not able to heal it automatically, you are asked to decide what is to be done with the suspect object. The recommended solution is to move the object to the ***Virus Vault*** for further treatment.

The ***Virus vault*** interface opens in a separate window and offers an overview of information on quarantined infected objects:

- ***Severity*** - distinguishes finding types based on their infective level (*all listed objects can be positively or potentially infected*)
- ***Virus Name*** - specifies the name of the detected infection according to the Virus encyclopedia (online)
- ***Path to file*** - full path to the original location of the detected infectious file
- ***Original object name*** - all detected objects listed in the chart have been labeled with the standard name given by AVG during the scanning process. In case the object had a specific original name that is known (*e.g. a name of an e-mail attachment that does not respond to the actual content of the attachment*), it will be provided in this column.
- ***Date of storage*** - date and time the suspected file was detected and removed to the ***Virus Vault***

Control buttons

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The following control buttons are accessible from the ***Virus Vault*** interface:

- ***Restore*** - removes the infected file back to its original location on your disk
- ***Restore As*** - in case you decide to move the detected infectious object from the ***Virus Vault*** to a selected folder, use this button The suspicious and detected object will be saved with its original name. If the original name is not known, the standard name will be used.
- ***Delete*** - removes the infected file from the ***Virus Vault*** completely
- ***Empty Vault*** - removes all ***Virus Vault*** content completely

11. AVG Updates

Keeping your AVG up-to-date is crucial to ensure that all newly discovered viruses will be detected as soon as possible. Since AVG updates are not released according to any fixed schedule but rather in reaction to amount and severity of new threats, it is recommended to check for new updates at least once a day.

11.1. Update Levels

AVG offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable anti-virus, anti-spam and anti-malware protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.
- ***Program update*** contains various program changes, fixes and improvements.

When scheduling an update, it is possible to select which priority level should be downloaded and applied.

11.2. Update Types

You can distinguish between two types of update:

- ***On demand update*** is an immediate AVG update that can be performed any time the need arises.
- ***Scheduled update*** - within AVG it is also possible to pre-set an update plan. The planned update is then performed periodically according to the setup configuration. Whenever new update files are present on the specified location, they are downloaded either directly from the Internet, or from the network directory. When no newer updates are available, nothing happens.

11.3. Update Process

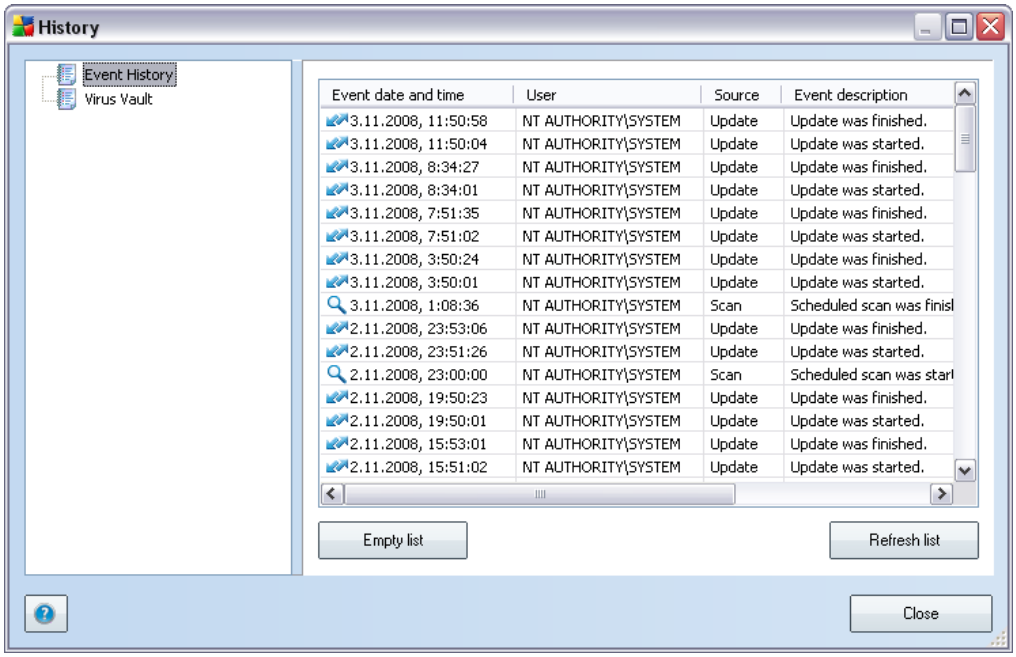
The update process can be launched immediately as the need arises by the ***Update now*** quick link. This link is available at all times from any AVG user interface dialog. However, it is still highly recommended to perform updates regularly as stated in the update schedule editable within the Update manager component.

Once you start the update, AVG will first verify whether there are new update files available. If so, AVG starts their downloading and launches the update process itself. During the update process you will get redirected to the ***Update*** interface where you can view the process progressing in its graphical representation as well as in an overview of relevant statistic parameters (*update file size, received data, download speed, elapsed time, ...*).

Note*: Before the AVG program update launch a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS in its original configuration from this point. This option is accessible*

via Start / All Programs / Accessories / System tools / System Restore.
Recommended to experienced users only!

12. Event History


History
Event History
Virus Vault
Event date and time
User
Source
Event description
3.11.2008, 11:50:58 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 11:50:04 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 8:34:27 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 8:34:01 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 7:51:35 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 7:51:02 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 3:50:24 NT AUTHORITY\SYSTEM Update Update was finished.
3.11.2008, 3:50:01 NT AUTHORITY\SYSTEM Update Update was started.
3.11.2008, 1:08:36 NT AUTHORITY\SYSTEM Scan Scheduled scan was finisl
2.11.2008, 23:53:06 NT AUTHORITY\SYSTEM Update Update was finished.
2.11.2008, 23:51:26 NT AUTHORITY\SYSTEM Update Update was started.
2.11.2008, 23:00:00 NT AUTHORITY\SYSTEM Scan Scheduled scan was start
2.11.2008, 19:50:23 NT AUTHORITY\SYSTEM Update Update was finished.
2.11.2008, 19:50:01 NT AUTHORITY\SYSTEM Update Update was started.
2.11.2008, 15:53:01 NT AUTHORITY\SYSTEM Update Update was finished.
2.11.2008, 15:51:02 NT AUTHORITY\SYSTEM Update Update was started.
Empty list
Refresh list
Close

The ***Event History*** dialog is accessible from the system menu via the ***History/Event History Log*** item. Within this dialog you can find a summary of important events that occurred during **AVG 9 Free** operation. ***Event History*** records the following types of events:

- Information about updates of the AVG application
- Scanning start, end or stop (including automatically performed tests)
- Events connected with virus detection (by the Resident Shield or scanning) including occurrence location
- Other important events

Control buttons

- ***Empty list*** - deletes all entries in the list of events
- ***Refresh list*** - updates all entries in the list of events

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13. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the ***FAQ*** section of AVG website (http://free.avg.com/faq). You can also use the discussion forum for AVG Free users accessible at http://forums.avg.com.

Unfortunately, using **AVG 9 Free** you are not entitled to technical support provided to full versions of AVG products. You may want to consider buying the full version of AVG, then please visit the AVG website (http://www.avg.com/) for information on AVG 9 purchase options.

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